

Arbitrator Web-Based Case Administration System E-Mail Survey

NASD Dispute Resolution is in the planning stages of rolling out a new Web-based case administration system in early 2003. This system would enable arbitrators on the NASD roster and NASD Dispute Resolution staff to access and use Web-based tools to obtain case-specific information, such as tracking status, scheduling, and other administrative information.

All of us are aware of the explosive growth in Internet use, especially the Web and e-mail. A February 2002 report released by the U.S. Department of Commerce found that an additional 26 million Americans began using the Web in the 13 months prior to September 2001. The report went on to say that every month, another two million Americans join the online revolution. As of last September, more than half of Americans were Web-enabled.

In order to help us in our planning efforts, NASD Dispute Resolution is asking **arbitrators on the NASD roster** to complete and mail back to us using the enclosed postage-paid envelope the following survey regarding Web and e-mail readiness. Your responses are important to us, and we will consider them in helping to determine certain aspects of our Web-based planning. (Also, please provide your e-mail address, even if you think we already have it.) Thank you very much for your participation.

IMPORTANT: This survey to be completed only by those currently on NASD's roster of arbitrators.

Note: You may also complete this survey online by visiting the NASD Dispute Resolution Web Site at www.nasdadr.com. On the Site you can view survey results received online to date.

Your Name (last name, first name): _____

NASD Arbitrator Number: _____

1. Do you have an e-mail address?

Yes

No

If yes, please provide it here: _____

2. Would you be willing to use e-mail and other electronic communication (e.g., the Internet) for routine case communication with the NASD?

Yes

No

Not Sure

3. How often do you use the Web?

- Every day
- Several times a week
- Once a week
- Monthly
- Never

4. Would you be willing to use a Web-based system to track the status (*i.e.*, view pleadings, obtain hearing schedules, etc.) of cases to which you are assigned?

- Yes
- No
- Not Sure

5. Project ahead to three years from now (*i.e.*, 2005). If NASD Dispute Resolution required NASD arbitrators to communicate with us by e-mail, or through another electronic format, would you be willing to remain on the roster? (Your answer here is not binding.)

- Yes
- No
- Not Sure

6. Do you have comments or reactions regarding any of the issues raised in this survey?
