

The U.S. Census Bureau plans to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Decennial Automation Contracting Office is planning a customer satisfaction survey to assess the interest, uses and satisfaction of callers to the 2008 Census Dress Rehearsal's Telephone Questionnaire Assistance (TQA) line. The feedback from this survey will help the Census Bureau decide next steps for this program.

From April 7, 2008 through July 2, 2008, all callers to the TQA help line will be offered the opportunity to participate in the customer satisfaction survey once we have answered their questions. Current expectations are that we will receive about 13,000 calls from callers in the two census test sites. We expect to receive 910 completed surveys.

Survey methodologists from the Decennial Automation Contracting Office and Decennial Statistics Studies Division staff have developed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at two minutes per questionnaire for a total maximum respondent burden of 30 hours. We plan to maximize response rates by training interviewers on the importance of collecting the customer satisfaction data.

This survey is being developed entirely within the Census Bureau. As such, the only cost for development is staff costs. Appropriations for this study are provided by the 2008 Decennial Census budget.

For further information about this survey, please contact Susan Ciochetto, Decennial Automated Contracting Office, at (301) 763-4951.