

**SUPPORTING STATEMENT FOR RENEWAL OF GENERIC LOCAL
VETERANS HEALTH ADMINISTRATION CUSTOMER SATISFACTION
SURVEYS
2900-0570**

**B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL
METHODS**

All surveys using statistical methods will follow OMB guidelines. VA will also follow the guidance in the OMB Manual, "Resource Manual for Customer Surveys." Technical survey expertise and statistical service will be sought from VA statisticians or from other Federal statistical agencies. The pre-approved questions and ad-hoc surveys are reviewed by the OQP Durham Office for methodological perspective.