

B. Collections of Information Employing Statistical Information

- 1. Approximate Potential Respondent Universe:** The survey will be distributed only to those participating in BVA hearings. The Board estimates that there will be approximately 10,500 hearings per year. The response rate is expected to be approximately 11%. Approximately 1,102 responses were received in a recent twelve-month period.
- 2. Procedure for Information Collection:** The hearing survey card is presented to the appellant at the conclusion of the hearing. The appellant is requested to fill out the card and mail it in at his or her convenience.
- 3. Methods to Maximize Response Rates:** The survey cards are designed to be easy to read and easy to fill out. The appellant is also provided with a postage-paid envelope to return the survey card.
- 4. Testing Methods and Procedures:** The survey questions and format were created by referencing tests conducted on past similar surveys. The tests involved several BVA employees and determined the readability and clarity of the survey instrument, as well as the estimated survey completion time of 6 minutes.