

## **B. Statistical Methods**

### *1. Sample Selection*

Documentation has been provided for each collection instrument in this Generic Survey in order to capture the accurate information and the range of methods used. Some surveys are simple customer feedback and employ no statistical methods.

### *2. Procedures for Information Collection*

Information on OPM written surveys will be collected by means of mailed questionnaires, using closed-ended questions. The questionnaires will be administered by various OPM offices as described in the attached listing. All questions will be tabulated, edited and analyzed by the respective office or contractor conducting the survey. Final reports that present the results of the surveys will be prepared.

### *3. Maximizing Response Rates*

In order to achieve the highest possible response rates for all mailed surveys, OPM may send pre-survey notifications prior to the initial mailings of the questionnaires. If necessary, a follow-up mailing to non-respondents several weeks following the initial mailing will occur. Follow-up letters or reminder post-cards will be sent as appropriate.

### *4. Tests of Procedures or Methods*

The questionnaires and methodology on which all surveys are based will be similar to those successfully used by GAO and HHS OIG.

### *5. Statistical Consultation*

Statistical consultation, data collection and analysis will generally be done by the office staff or the contractor assigned to conduct the survey.

For information regarding a specific survey contact:

Miles E. Windsor

OPM PRA Officer

Center for Information Services

U.S. Office of Personnel Management

202-606-8358