

**Request for Approval under the “Generic Clearance for the Collection of Customer Feedback” (OMB Control Number: 1545-1432)**

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**TITLE OF INFORMATION COLLECTION:** IRS Communications, Liaison, and Disclosure (CLD) Customer Satisfaction Survey: Small Business Tax Workshops.

**PURPOSE:** The purpose of this survey is to initiate a formal process for measuring stakeholder satisfaction with the services and materials that CLD provides for the Small Business Tax Workshops. CLD will use the results of this survey to gauge where improvements could be made to their materials and services as it relates to Small Business Tax Workshops. CLD may also use the comments to improve other similar products and services they provide to their stakeholders.

**DESCRIPTION OF RESPONDENTS:** The respondents to this survey will be the administrator/sponsor who actually requests and receives the materials for the Small Business Tax Workshops that they sponsor. Some of these administrator/sponsors may also be the instructors that are teaching the class. However, some of the administrator/sponsors will only have received the material and then provided that information to the instructors. The survey will not be distributed to the students in the class. Only the administrator/sponsor is being surveyed in their role as administrator/sponsor.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                  |
| <input type="checkbox"/> Focus Group                                   | <input type="checkbox"/> Other: _____                            |

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

**Name:** Reuben Robinson, Chief, SB/SE Research Philadelphia

**Signed:** /s/ Laura Forest, acting for Reuben Robinson

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ x ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [x] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
All administrators/sponsors of Leveraged Small Business Workshops who have requested materials to put on a Small Business Workshop will receive a survey.	233 (75% of 310, the total universe of potential respondents)	5 minutes	26 hours
<b>Totals</b>	<b>233</b>	5 minutes	<b>19 hours</b>

The total universe of potential respondents is 310. The expected response rate is 75%. There is no screening of respondents.

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0. There will be no additional costs to the Federal government.

Expected dates of data collection are from 8/8/2011 through 8/19/2011.

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
[x] Yes [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

We do have a customer list that defines the universe of potential respondents. For the purposes of this survey there is no sampling plan as the entire universe of administrator/sponsors will receive a survey.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain (Email)

2. Will interviewers or facilitators be used?  Yes  No