

B. Collections of Information Employing Statistical Methods

1. Describe the potential respondent universe and any sampling or other respondent selection methods to be used.

The potential respondent universe of this Customer Service Survey is all persons who visit a Veterinary Services office or use any of the programs or services provided. Sampling will be a “convenience” sample, consisting of persons who use Veterinary Services’ services and who are willing to fill out a survey form. Only one survey per customer will be collected. Sampling will be limited to a time period determined by each office which uses the survey, not to exceed 3 months.

2. Describe the procedures for the collection of information including:

Statistical methodology for stratification and sample selection:

Only those persons who use Veterinary Services will be sampled and the sample will not be stratified. This survey is designed to collect information concerning beliefs and opinions and comparative studies will not be made. The sample will be conducted by convenience and resulting information will be compiled into a statistical analysis; specifically, percentages. The information will be examined by managers in Veterinary Services to discover methods of improving service delivery.

Degree of accuracy needed:

The degree of accuracy is not applicable because comparison of groups will not be undertaken. All information collected will be useful in looking for ways to improve service delivery.

3. Describe methods to maximize response rates and to deal with issues of non-responses:

Response rate will be maximized by making the information collection voluntary and convenient. The survey consists of only one page which should not require more than 5 minutes to complete.

4. Describe any tests of procedures or methods to be undertaken

The questionnaire was reviewed by management in Veterinary Services.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contact(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

During 2010, the statistical aspects of the design were coordinated by Dr. Ulysses Lane, Associate Regional Director, Veterinary Services, Eastern Regional Office, 920 Main Campus Drive, Suite 200, Raleigh, NC 27606, (919) 855-7250.

The data will be collected by APHIS veterinary medical officers, export document examiners, and/or APHIS animal health technicians in 21 State area offices. The data will be either electronically entered into a survey software program (i.e., monkey survey software) or mailed to a regional point of contact.

The contact person for the program is: Mr. Randy Snyder, Administrative Officer, USDA, APHIS, Veterinary Services, Eastern Region, Raleigh, NC 27606, (919) 855-7224.

Analysis of the data will be conducted by a staff member(s) on Mr. Snyder’s staff.