

Federal Register Volume 76, Number 134 (Wednesday, July 13, 2011)]
[Notices]
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From the Federal Register Online via the Government Printing Office
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[FR Doc No: 2011-17553]

DEPARTMENT OF HOMELAND SECURITY

Citizenship and Immigration Services

Agency Information Collection Activities: Proposed Collection;
Comment Request; Generic Clearance for the Collection of Qualitative
Feedback on Agency Service Delivery

AGENCY: U.S. Citizenship and Immigration Services, DHS.

ACTION: 30-Day notice of submission of information collection approval
from the Office of Management and Budget and request for comments.

SUMMARY: As part of a Federal Government-wide effort to streamline the
process to seek feedback from the public on service delivery, the
Department of Homeland Security, U.S. Citizenship and Immigration
Services will be submitting a Generic Information Collection Request
(Generic ICR): ``Generic Clearance for the Collection of Qualitative
Feedback on Agency Service Delivery '' to OMB for approval under the
Paperwork Reduction Act (PRA) (44 U.S.C. 3501 et seq.).

DATES: The Office of Management and Budget (OMB) published a 60-day
notice in the Federal Register on December 22, 2011, at 75 FR 80542,
allowing for a 60-day public comment period. USCIS/DHS did not receive
any comments for this information collection. The purpose of this
notice is to allow an additional 30 days for public comments. Comments
must be submitted August 12, 2011.

ADDRESSES: Written comments and/or suggestions regarding the item(s)
contained in this notice, especially regarding the estimated public
burden and associated response time, should be directed to the
Department of Homeland Security (DHS), and to the Office of Management
and Budget (OMB) USCIS Desk Officer. Comments may be submitted to:
USCIS, Chief, Regulatory Products Division, Office of the Executive
Secretariat, 20 Massachusetts Avenue NW., Washington, DC 20529-2020.
Comments may also be submitted to DHS via facsimile to 202-272-0997 or
via e-mail at USCISFRComment@dhs.gov and to the OMB USCIS Desk Officer
via facsimile at 202-395-5806 or via e-mail at
oir_submission@omb.eop.gov. When submitting comments by e-mail please
make
sure to add ``Generic Clearance'' in the subject box.

FOR FURTHER INFORMATION CONTACT: Sunday Aigbe, Chief, Regulatory
Products Division, Office of the Executive Secretariat, U.S.

Citizenship and Immigration Services, Department of Homeland Security, 20 Massachusetts Avenue, NW., Washington, DC 20529-2020, telephone 202-272-8380.

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

Abstract: The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which

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generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

Below we provide The Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) projected average estimates for the next three years:

Current Actions: New collection of information.

Type of Review: New collection.

Affected Public: Individuals and households, businesses and organizations.

Average Expected Annual Number of activities: One.

Amount of time estimated for an average respondent to respond: Customer Satisfaction Survey: 15,000 Respondents x (.50) 30 minutes per response.

An estimate of the total public burden (in hours) associated with the collection: 7,500 annual burden hours.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a

currently valid Office of Management and Budget control number.

If you need a copy of the information collection instrument, please visit the Web site at: <http://www.regulations.gov/> gov/.

We may also be contacted at: USCIS, Regulatory Products Division, 20 Massachusetts Avenue, NW., Washington, DC 20529-2020, Telephone number 202-272-8377.

Dated: July 7, 2011.

Sunday Aigbe,
Chief, Regulatory Products Division, U.S. Citizenship and Immigration Services, Department of Homeland Security.

[FR Doc. 2011-17553 Filed 7-12-11; 8:45 am]

BILLING CODE 9111-97-P