

**Request for Approval under the  
“Generic Clearance for the Collection of Routine Customer Feedback”  
(OMB Control Number: 1615-0121, Expiration: 12/31/2014)**

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**TITLE OF INFORMATION COLLECTION:**  
**USCIS Electronic Customer Satisfaction Survey**

**PURPOSE:**

USCIS Customer Service Directorate (CSD) requires customer satisfaction data to fulfill our performance reporting requirements. We utilize customer feedback to help prioritize our ongoing USCIS customer service development. USCIS is utilizing the services of a contractor to provide the services described below.

The purpose of this electronic survey (e-survey) is to determine customer perceptions regarding the services customers received on the National Customer Service Center (NCSC) 800-Line, the USCIS Web site, the INFOPASS appointment scheduling system, and USCIS local offices.

The e-surveys are conducted on a quarterly basis and a minimum of 900 surveys are completed per quarter. Each completed e-survey includes a minimum of 29 questions. Based on responses to these 29 questions, 25 possible additional questions are generated. The maximum number of survey questions that any single respondent can answer is 54 questions. It is estimated that it takes approximately 11 minutes and 10 seconds on average to complete the e-survey. The e-survey is not mandatory and is conducted anonymously. The survey data is used to help USCIS make informed decisions on the further development of USCIS customer services. This data helps us to identify top customer benefits, customer support needs, potential system issues, future design priorities, and other knowledge to better serve USCIS customers.

**DESCRIPTION OF RESPONDENTS:**

The respondents are USCIS customers who have scheduled an appointment at a local office using the INFOPASS appointment scheduling system.

**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: Rosalina Lacot, Acting Associate Director, Customer Service Directorate

Signature: Rosalina Lacot Date: 5/1/12

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 [ ] 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
(1) Individuals or Households	3,600	0.186 hours (11 min, 10 sec.)	669.6 hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$120,000

**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?

On a quarterly basis, USCIS provides a spreadsheet of customer e-mail addresses collected through the INFOPASS appointment scheduling system. This spreadsheet includes the customer's e-mail address and the assigned local office. The recipients of the e-survey are randomly selected.

The list of customer e-mails is scrubbed to remove incomplete and duplicate e-mail addresses. The data is then randomized using a query which randomly assigns different values to each record and sorts the records by value. The first 10,000 records are then selected and the e-mail

addresses are used to invite INFOPASS customers to complete the e-survey. If necessary, additional e-mails are selected to invite additional INFOPASS customers to complete the e-survey in order to reach the minimum of 900 responses per quarter.

The survey is made available via a Web link in the e-mail invitation. It remains open for approximately 12 weeks for those USCIS applicants who wish to respond. Afterwards, the survey for the specific quarter in progress is withdrawn (closed), and the Web link is no longer available.

At the end of each quarter, after the survey has been officially closed, the contractor provides the quarterly results. We do not make survey results available to the public. This data is shared within USCIS.

#### **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
2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the annual burden hours: Multiply the number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

### **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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**