

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

TITLE OF INFORMATION COLLECTION:

USCIS National Customer Service Center 800-Line 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 telephone survey is to rate the services that customers receive in the three levels of service offered by the National Customer Service Center (NCSC) 800-Line. These three levels of service include a recorded information system known as the Interactive Voice Response System (IVR), Tier 1 live assistance provided by contractor Customer Service Representatives (CSR), and a Tier 2 live assistance provided by USCIS Immigration Services Officers (ISO).

A minimum of 370 surveys are completed per month. Approximately 50 percent of the respondents have only used the IVR system and have not been provided live assistance. The surveys conducted with these respondents are completed in approximately 5 minutes. The estimated average time per survey for the 370 surveys completed per month is 10 minutes and 20 seconds. Each completed telephone survey includes a minimum of 26 questions and 32 possible additional questions are generated by other survey questions. The maximum number of survey questions that any single respondent could answer is 58 questions. The telephone survey is not mandatory and is conducted anonymously.

On a monthly basis, the survey contractor provides the survey results to CSD. We do not make survey results available to the public. We use question 19 of the survey, which relates to Overall Customer Satisfaction with the 800-Line experience, to calculate our monthly Overall Customer Satisfaction rating. This data is shared within USCIS and with DHS. The remaining survey questions are used to help USCIS make informed decisions on further performance improvement measures for the NCSC 800-Line service. This data helps us to identify top customer benefits, customer support needs, potential system issues, future design priorities, and other knowledge to better serve our USCIS NCSC 800-Line customers.

DESCRIPTION OF RESPONDENTS:

The respondents are USCIS NCSC 800-Line customers who have called the 800-Line. The contractor conducts a total of 370 completed surveys per month. Respondents are selected at random. The survey is conducted anonymously. Completion of the survey is optional. The respondents are selected from customers who called the 800-Line during a 7 day period prior to the execution of the monthly telephone survey.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

- Customer Satisfaction Survey
- Small Discussion Group
- 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 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
(1) Individuals or Households	4,440	0.172 hours (10 min, 20 sec.)	763.68 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$428,000

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?

Each month CSD provides the survey contractor with the telephone numbers of customers who have called the NCSC 800-Line and whose telephone numbers have been captured by the Automatic Number Identifier (ANI). The survey contractor is provided the ANI data by CSD for the period preceding the telephone survey. To execute telephone survey calls every month, NCSC customers are randomly selected from a 1-week period of ANI data.

The data is downloaded into a master file, resulting in a database with approximately 120,000 phone numbers. Duplicate phone numbers and calls with duration of less than 1 minute are eliminated. 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 selected and call logs are created for each level of NCSC 800-Line service (IVR, Tier 1 vendor, and Tier 2). A minimum of 370 surveys are completed per month.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[] Web-based or other forms of Social Media
[X] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [X] Yes [] No

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

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.