

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1615-0121)

TITLE OF INFORMATION COLLECTION: Customer Service Appointment Survey

PURPOSE: The knowledge that comes of our ability to properly serve our client base can be sampled and, therefore, defined by asking questions of the applicants. These questions reflect the voice of the people and are designed less as a reflection of individual service and more as an overall indication of our strengths and weaknesses.

Previously, comment cards asked for PII. Their distribution was limited and responses tended to be from few suggesting that some of the lack of response may have been due to a fear of identification. Through the design of the project, we hope to gather anonymous data from a significant portion of the field office visitors.

DESCRIPTION OF RESPONDENTS: Applicants for citizenship attending interviews or Infopass sessions at Field Offices within District 10 comprise the sample group.

TYPE OF COLLECTION: (Check one)

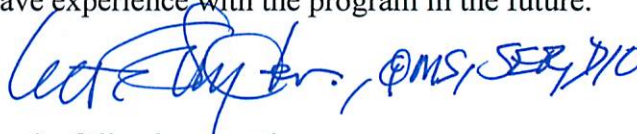
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|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion 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: Lee F. Snyder, QMS, SER, D10



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
Individuals or Households	3,200/year	2 minutes (.03 hours)	96
Totals	3,200		96

FEDERAL COST: The estimated annual cost to the Federal government is \$500.00.

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?
 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?

The population is the applicants that appear for interviews/questions during a one-week period of each yearly quarter at each field office. Each applicant receives the survey card at the end of their visit. It is requested, by the officer distributing the card, that they have the option of filling out the card. They are instructed that they can deposit the completed survey in one of the two collection boxes in the lobby or mail the card (pre-addressed, postage paid) to the District. Those cards that are deposited with the Field Office are collected by the Field Office and forwarded to the District for statistical review.

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.