U.S. Department of the Interior
Office of Policy Analysis

Justification for a Survey under the Department of the Interior's Programmatic Clearance for Customer Satisfaction Surveys

Revised March 2012

Instructions for Completing Justification for DOI Programmatic Clearance Submission, OMB Control Number 1040-0001

1. Survey Title/Date Submitted to the Office of Policy Analysis (PPA): Insert title for the proposed survey. Insert date that the expedited approval package will be submitted to PPA. Reminder: Please submit the package through your bureau/office Information Collection Clearance Officer.
2. Bureau/Office: Insert the name of the bureau/office conducting the survey.
3. Abstract: Summarize the proposed study with an abstract not to exceed 150 words.
4. Bureau/Office Point of Contact Information: Complete the bureau/office contact information. PPA will communicate with the point of contact listed here throughout the entire approval process.
5. Principal Investigator (PI) Conducting the Survey: Complete information about the PI who will be conducting the survey, if different than Point of Contact listed in #4. Otherwise note: Same as #4.
6. Name of Program Office Conducting Survey: Provide the name of the bureau program, office, or organizational unit conducting the survey.
7. Description of Customers and Services Provided: Provide a brief description of the customers who will be surveyed, the services provided by the program conducting the survey, and how these services are provided to customers.
8. Survey Dates: List the time period in which the survey will be conducted, including specific starting and ending dates. The starting date should be at least *45* days after the submission date. The request for expedited approval, and submission of a complete and accurate approval package, must be made at least *45* calendar days prior to the first day the PI wishes to administer the survey instrument to the public.
9. Type of Information Collection Instrument: Check the type(s) of information collection instrument(s) that will be used. If other, please explain.
10. Survey Development: Explain how the survey was developed. With whom did you consult during the development of the survey on content? On statistics? Did you pretest the survey? What actions did you take to improve the survey? What suggestions did you receive for improving the survey? Which of the six topic areas will be addressed? (Note: A description of any pre-testing and peer review of the methods and/or instrument is highly recommended.)
11. Survey Methodology: Explain how the survey will be conducted. Provide a description of the survey methodology including: (a) How will the customers be sampled? (if fewer than all customers will be surveyed); (b) What percentage of customers asked to take the survey will respond, and (c) What actions are planned to increase the response rate? If statistics are generated, this description must be specific and include each of the following:
    - The respondent universe,
    - The sampling plan and all sampling procedures;
    - How the instrument will be administered;
    - Expected response rate and confidence levels; and
    - Strategies for dealing with potential non-response bias.

    Note: Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by the web site.

12. Total Number of Initial Contacts and Expected Number of Respondents**:** Provide an estimated total number of initial contacts and the total number of expected respondents.

13. Estimated Time to Complete Initial Contact and Time to Complete Survey Instrument**:** Estimate the time to complete the initial contact and the time to complete the survey instrument (in minutes).

14. Total Burden Hours**:** Provide the total number of burden hours. The total burden hours should account for the amount of time required to instruct the respondents in completing the survey, and the amount of time required for the respondent to complete the survey.

15. Reporting Plan**:** Provide a brief description of the reporting plan for the data being collected.

16. Justification, Purpose and Use**:** Provide a brief justification for the survey, its purpose, goals, and utility to managers. Specifically, describe how data will be tabulated and what statistical techniques will be used to generalize the results to the entire customer population. Describe how data from the survey will be used. Describe how you will acknowledge any limitations related to the data, particularly in cases where we obtain a lower than anticipated response rate. Note whether or not the survey is intended to measure a Government Performance and Results Act (GPRA) performance measure.

Justification for Submission under DOI Programmatic Clearance for Customer Satisfaction Surveys (OMB Control Number 1040-0001)

U.S. Department of the Interior **Office of Policy Analysis (PPA)**	PPA Tracking Number: (for PPA use only) CSS-11

		Date Submitted to PPA:	**06/18/2012**
1.	**Survey Title:**	**2012 BIE Summer Institute Satisfaction Survey**	
2.	**Bureau:**	Bureau of Indian Education	

3. **Abstract:** (not to exceed 150 words)

The BIE Summer Institute is an annual training event sponsored by the BIE for school educators and administrators. Each year over a thousand stakeholders gather to receive training in targeted areas relevant to Indian education. The institute includes a general session with key note speakers and dignitaries, an array of workshops, hot-topic sessions, and daily health and wellness activities. All the events are geared towards improving staff competencies, building leadership skills, and introducing staff to new and progressive approaches to education. The BIE Summer Institute is planned and managed by a planning committee that handles all parts of the institute.

The planning committee strives for continuous improvement of the institute and believes in order to adequately review institute services, feedback from attendees is necessary. The feedback will assist the planning committee in determining the success of the event, as well as identifying where improvements can be made.

In order to solicit feedback from attendees in the most efficient manner possible, the BIE has created an electronic survey to be made available to participants using Zoomerang.

4. Bureau/Office Point of Contact Information

First Name:	Amanda
Last Name:	Begay
Title:	Program Analyst
Bureau/Office:	ASIA, Office of Regulatory Affairs and Collaborative Action
Street Address:	1849 C Street, NW, MS-4141-MIB
City:	Washington **State:** DC **Zip code:** 20240
Phone:	(202) 208-7784 **Fax:**
Email:	Amanda.Begay@BIA.gov

5. Principal Investigator (PI) Information

First Name:	Juanita
Last Name:	Mendoza
Title:	Program Analyst
Bureau/Office:	**Bureau of Indian Education**
Address:	1849 C Street, NW
City:	Washington **State:** DC **Zip code:** 20240
Phone:	(202) 208-3559 **Fax:**
Email:	Juanita.Mendoza@BIE.edu

6.	**Name of Program or Office Conducting Survey:**	Bureau of Indian Education
7.	**Description of Customers and Services Provided:**	BIE and tribal school principals, BIE education line offices, BIE associate deputy directors, teachers and administrators.

8.	**Survey Dates**	*06/18/2012)*	to	*(06/29/2012)*

9. Type of Information Collection Instrument (Check ALL that Apply)

__Intercept	**__Telephone**	**__Mail**	**X Web-based**	**__Focus Groups**	**__Comment Cards**
__Other	**Explain:**				

10. Survey Development: (Who assisted in survey content development statistics? Was the survey pretested? How were improvements integrated? Which of the six topic areas will be addressed?) This survey is designed to determine the experience of attendees during the event. The results will be used to help plan next year's Institute so continuous improvement efforts can be accomplished. The survey was developed by the 2012 BIE Summer Institute planning committee, within the data sub-committee. Questions were developed with the input of the data stakeholders within the BIE familiar with data collection processes used by schools and agency offices. The survey underwent three comment and review processes in which committee members were given a length of time to review and respond to the draft survey and offer suggestions for improvement. A sample pre-test was conducted by committee members during the review process. The pre-test was administered to a small group of 50. The data was used to form a baseline for future questioning.	
11. Survey Methodology: (Use as much space as needed; if necessary include additional explanation on separate page).	
Respondent Universe	All BIE Summer Institute attendees will be invited to participate in the satisfaction survey.
Sampling Plan/Procedure	BIE will conduct a census of attendees, which consists of attendees from all areas of the BIE organization (BIE-funded schools), that will be advised to complete an online survey via a web-based tool each day of the Institute, during the general session. An e-mail will be sent to all attendees to remind and encourage survey participation. Also, attendees will be informed that in order to receive a Certificate of Attendance for the BIE Summer Institute, the survey must be completed. A follow up reminder within 10 days of the Institute will be sent to all non-respondents.
Instrument Administration	Web-based survey tool: Zoomerang.com.
Expected Response Rate and Confidence Levels	The expected response rate is approximately 50 (%). Previous year's response rate was 30 percent (%); however, last year there was no follow up with non-respondents and attendees were not given a certificate of attendance incentive; in addition, we will follow up only a random sample of n=50 of the non-respondents.
Strategies for dealing with potential non-response bias	The BIE cannot mandate a response from attendees, but will work diligently to encourage participation. In addition, follow up with non-respondents using a random sample of n=50, will be conducted via email and phone call to increase the response rate and reduce the potential size of non-response bias. BIE will compare the responses received to the email and the responses received from the phone call.
Description of any pre-testing and peer review of the methods and/or instrument (recommended)	The survey was developed by the 2011 BIE Summer Institute planning committee through a data sub-committee. Questions were developed with the input of the data stakeholders within the BIE familiar with data collection processes used by schools and agency offices. The survey underwent three comment and review processes in which committee members were given a length of time to review and respond to the draft survey, offering suggestions for improvement. A sample pre-test was conducted by committee members during the review process using a web-based tool and written format. The web-based tool resulted in a quicker completion timeframe and was recommended to be a more effective and efficient survey instrument.

12.	**Total Number of Initial Contacts and Expected Number of Respondents**	Initial Contact: 1500. Expect Respondents:750.
13.	**Estimated Time to Complete Initial Contact and Time to Complete Instrument**	Initiate Contact: 3 minutes (public announcement on each day during the general sessions) Time to Complete: 10 minutes

14.	**Total Burden Hours** **Contacts** **Respondents** **-----------------** **Total**	Contact: (3 minutes x 3 days for each announcement = 9 minutes x 1500 respondents) = 13,500 minutes Respondent: (750 expected respondents x 10 minutes) = 7,500 minutes Total = 350 hours

15. Reporting Plan:

The data is being used to advise strategy and planning in the areas of training and information awareness. A formal report will not be issued or published. The data will be used internally by the 2012 BIE Summer Institute planning committee to plan activities for the upcoming events.

16. Justification, Purpose, and Use:	
Survey Justification and Purpose	The information gathered by the survey will be used by the members of the 2012 BIE Summer Institute planning committee to examine which workshops, hot-topics, health and wellness activities, and general session key-note speakers and dignitaries, had the greatest impact on teachers and administrators at the 2012 event.
Survey Goals	The goal is to ensure continuous improvement of the institute.
Utility to Managers	Allow managers to gear future workshops, hot-topics, general session key-note speakers to staff's needs.
How will the results of the survey be analyzed and used?	Results will be used as a baseline and compiled into a database for planning and informational purposes. The results may also be used to guide future decisions regarding the Institute. Analysis of the data will be conducted by an Institute data sub-committee by looking at the survey success rate and the individual responses.

How will the data be tabulated? What Statistical Techniques will be used to generalize the results to the entire customer population? How will limitations on use of data be handled? If the survey results in a lower than anticipated response rate, how will you address this when reporting the results? (Use as much space as needed; if necessary include additional explanation on separate page).

The data will be compiled by cumulatively tallying the quantitative responses and the narrative responses. BIE will use observation and data cross walking strategies to look at trends in responses to guide decisions regarding which type of trainings to offer for future institutes.

Is this survey intended to measure a Government Performance and Results Act (GPRA) performance measure? If so, please include an excerpt from the appropriate document. (Use as much space as needed; if necessary include additional explanation on separate page).

No.

Checklist for Submitting a Request to Use DOI Programmatic Clearance for Customer Satisfaction Surveys

X All questions in the survey instrument are within the scope of one of the DOI Programmatic Clearance for Customer Satisfaction Surveys topic areas.

X The approval package is being submitted to the Office of Policy Analysis at least *45* days prior to the first day the PI wishes to administer the survey to the public.

X A qualified statistician has reviewed and approved your request.

X Your bureau/office Information Collection Clearance Officer has reviewed and approved the approval package.

The approval package includes:

X A completed Justification
X A signed Certification Form
X A copy of the survey instrument
X Other supporting materials, such as:

- **Cover letters to accompany mail-back questionnaires**
- **Introductory scripts for initial contact of respondents**
- **Necessary Paperwork Reduction Act compliance language**
- **Follow-up letters/reminders sent to respondents**

The survey methodology presented in the Justification includes a specific description of:
X The respondent universe
X The sampling plan and all sampling procedures, including how respondents will be selected
X How the instrument will be administered
X Expected response rate and confidence levels
X Strategies for dealing with potential non-response bias
X A description of any pre-testing and peer review of the methods and/or the instrument is highly recommended.

X The burden hours reported in the Justification include the number of burden hours associated with the initial contact of all individuals in the sample (i.e., including refusals), if applicable, and the number of burden hours associated with individuals expected to complete the survey instrument.

X The package is properly formatted (Word) and submitted to the Office of Policy Analysis electronically.

CERTIFICATION FORM FOR SUBMISSION UNDER OMB CONTROL NUMBER 1040-0001

This form should only be used if you are submitting a collection of information for approval under the DOI Programmatic Clearance for Customer Satisfaction Surveys.
If the collection does not satisfy the requirements of the Programmatic Clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.

Bureau/Office Subgroup or Program Bureau of Indian Education			
Title *(Please be specific)* BIE Summer Institute Satisfaction Survey			
Estimated Number Contacts Respondents	 1500 750	Time per Response Contacts Respondents	 9 minutes 10 minutes
		Total Burden Hours Contacts Respondents ----------------- Total	 13,500 minutes 7,500 minutes 350 hours
Bureau/Office Contact (who can best answer questions about content of the submission):			
Name	Juanita Mendoza	Phone	(202) 208-3559

Certification: The collection of information requested by this submission meets the requirements of OMB control number 1040-0001

Bureau/Office Qualified Statistician USGS, Stephen Gillespie	5/17/2012
Bureau/Office Information Collection Clearance Officer Indian Affairs, Amanda Begay	5/25/2012
Office of Policy Analysis Donald Bieniewicz	6/18/2012
OMB, Office of Information and Regulatory Affairs (OIRA)	DATE