

Request for Approval under the “DOI Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”
OMB Control Number: 1090-0011

TITLE OF INFORMATION COLLECTION: Secretarial Commission on Indian Trust Administration: Beneficiary Feedback on Trust Services

PURPOSE:

The Secretarial Commission on Indian Trust Administration and Reform is seeking input about the quality of trust services provided by the Department of the Interior. The Trust Commission is charged with making recommendations to the Secretary of the Interior, in late fall of 2013, on improving the Trust Administration System. The results of this survey are very limited in scope and will be used by an Interior contractor to help identify options that could be evaluated by the Secretarial Commission on Indian Trust Administration and Reform to consider for future trust administration improvements.

DESCRIPTION OF RESPONDENTS:

Individual Indian Trust Account Holders

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: Sarah Harris, Chief of Staff to the Assistant Secretary – Indian Affairs, DOI

To assist review, please provide answers to the following questions:

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 (If yes, please explain.)

BURDEN HOURS

Category of Respondents	No. of Respondents	Participation Time	Burden
Individual Indian Trust Account Holders	5,000	0.1 hours	500 hours
Totals			

FEDERAL COST: The estimated annual and one-time cost to the Federal government is \$3,000. This cost will cover federal employee and contractor direct expenses. The survey will be administered using contractor surveying technology and will be completed as part of the Statement of Work (SOW) without any additional fee.

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.

There are currently 407,392 Individual Indian Trust Account Holders. A URL will be included as text in the “Notes” section of their next quarterly account statement, which will allow individual account holders to enter the link on a computer and complete the on-line survey voluntarily. The URL will also be available via advertisements and informational messaging at regional BIA offices and at select, relevant BIA/DOI-sponsored events.

There is no targeted list of specific customers within the 407,392 individual trust account population. The estimated response rate is approximately 1.2%, or 5,000 individual

account holders. The low response rate is based on several factors that will likely limit participation in the survey:

- The ‘Notes’ section of the quarterly statement is not highly visible and the URL link will not be “hot” because the statements are delivered in hard-copy form. Those interested in completing the survey will have to manually enter the URL address.
- Multiple account holders within one family will likely only complete one survey.
- It is unclear how many account holders review monthly statements.
- The survey medium (online) could pose access problems for some account holders.
- Best practices indicate that customer populations only complete satisfaction surveys at rates of 10-15%.

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.

See Attached

INSTRUCTIONS

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 in minutes 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.