

**Supporting Statement for Paperwork Reduction Act Submission  
OMB Control No. 3090-0278 – National Contact Center Customer Evaluation  
Survey**

**B. Collections of Information Employing Statistical Methods**

**The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When Item 17 is checked, “Yes,” the following documentation should be included in the Supporting Statement to the extent that it applies to the methods proposed:**

**1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.**

The NCC receives about 500,000 calls per year. Up to ten percent will be randomly selected to be offered the survey (50,000). Of those 50,000, approximately 2%, or 1000 people, will actually complete the survey.

The NCC receives about 50,000 emails per year and about 20,000 chats per year. All email and chat customers will be offered the Web survey. Of those, approximately 3.5%, or 2,500 people, will actually complete the survey.

Universe (annual)

Phone Survey (Automated Message and Agent)	Web Survey (Email & Chat)	Total
50,000	70,000	120,000

Expected Response Rate:

Phone Survey (Automated Message and Agent)	Web Survey (Email & Chat)	Total
2%	3.5%	2.75%

Approximate annual expected responses:

Phone Survey (Automated Message and Agent)	Web Survey (Email & Chat)	Total
1000	2,500	3,500

2. Describe the procedures for the collection of information including:

- Statistical methodology for stratification and sample selection,
- Estimation procedure,
- Degree of accuracy needed for the purpose described in the justification,
- Unusual problems requiring specialized sampling procedures, and
- Any use of periodic (less frequent than annual) data collection cycles to reduce burden.

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The survey estimates are based on actual response rates of previous collections. A high degree of accuracy is not necessary for the purposes described in the justification. We do not foresee any unusual problems that would require specialized sampling procedures. However, we may change our sampling percentage if we experience significant changes in the inquiry volume or participation rate. We do not anticipate the use of periodic (less frequent than annual) data collection cycles to reduce burden.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield “reliable” data that can be generalized to universe studied.

In order to maximize response rates and to deal with issues of non-response, we encourage the completion of the surveys by giving our reasons for giving them (“To improve our service to you”), by providing an estimated completion time “It will take less than two minutes of your time”), and by pledging that all responses are anonymous.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of test may be submitted for approval separately or in combination with the main collection of information.

We only test our surveys to ensure that they are functioning properly. The testing is done by government officials and has no impact on our customers.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

No individuals were consulted on statistical aspects of the design. David Kaufmann and Diane DeVera of the Contact Center Services Division of the Federal Citizen Information Center will analyze the information for GSA.