

TITLE: National Contract Center Customer Evaluation Survey
OMB CONTROL NUMBER: 3090-0278

2010 Terms of Clearance:

In 2010 the National Contact Center Customer Evaluation Survey was approved by OMB but included the following Terms of Clearance:

“TERMS OF CLEARANCE: This collection is approved based on the revised materials provided by the agency. OMB and GSA have agreed GSA will implement sampling in the future if marked increases occur in the chat/e-mail traffic. Item A.12 in the supporting statement mentions GSA is talking with their contractor about this, but OMB understands at this point a final decision has not yet been made.”

Resolution of Sampling Question:

The GSA Contractor, Sykes, assured GSA that sampling (only offering the survey to a sample of the email or chat user) could be accomplished if there were a significant increase in email or chat volume. There has never been a marked increase, so this alternative was not pursued.

Application of Terms of Clearance to 2013 Submission:

The National Contact Center still uses the same contractor. If email or chat volume increases sharply, a change from the current survey method to sampling could still be made, but it would require a contract modification, a financial outlay, and additional GSA Program management.