

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

### **1. Describe the potential respondent universe and any sampling or other respondent selection methods to be used.**

The potential respondent universe of this Customer Service Survey is all persons who visit a VS office or use any VS programs or services. Sampling will be a "convenience" sample, consisting of persons who use VS services and are willing to fill out a survey form. Only one survey per customer will be collected. Sampling will be limited to a time period determined by each office using the survey, not to exceed 3 months.

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

#### **Statistical methodology for stratification and sample selection:**

Only those persons using VS services will be sampled and the sample will not be stratified. This survey is designed to collect information concerning beliefs and opinions, and comparative studies will not be made. The sample will be conducted by convenience and resulting information will be compiled into a statistical analysis; specifically, percentages. The information will be examined by VS managers to discover methods of improving service delivery.

#### **Degree of accuracy needed:**

The degree of accuracy is not applicable because comparison of groups will not be undertaken. All information collected will be used to improve service delivery.

### **3. Describe methods to maximize response rates and to deal with issues of non-responses:**

Response rate will be maximized by making the information collection voluntary and convenient. The survey is only one page, which should require only 5 minutes to complete.

### **4. Describe any tests of procedures or methods to be undertaken**

The questionnaire was reviewed by VS management.

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

During 2012, the statistical aspects of the design were coordinated by Dr. Paul Ugstad and Dr. Rosemary Sifford, Associate Regional Directors, Veterinary Services, Eastern Regional Office, 920 Main Campus Drive, Suite 200, Raleigh, NC 27606, (919) 855-7250.

The data will be collected by VS veterinary medical officers, export document examiners, and VS animal health technicians in 22 Area Offices. The data will be either electronically entered into a survey software program or mailed to a regional point of contact.

The contact person for the program is: Mr. Randy Snyder, Administrative Officer, Veterinary Services, Eastern Region, 920 Main Campus Drive, Suite 200, Raleigh, NC 27606, (919) 855-7250.

Analysis of the data will be conducted by members of Mr. Snyder's staff.