

**Justification for No Material/Nonsubstantive Change for  
“Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”**

In September 2013, the Office of Government Information Services (OGIS), revised their customer service assessment as follows:

- 1) On Question 3, three choices (Was rude, Was unresponsive, Other, Please explain:) were removed.
- 2) New Question 4 requests information for assessing Plain Language use.
- 3) Old Question 7 became new Question 10, removing the word “handout” from the choice “OGIS presentation” and replacing choice “Other (please specify)” with “OGIS website”.
- 4) A couple of other minor changes were removing the last four digits of the zip code and removing the area code (202) telephone number. Toll-free number remains on survey.