SUPPORTING STATEMENT
Customer Satisfaction Surveys OMB Control Number 3206-0236

A. Justification

1. *Circumstances Requiring Collection of Information*
   The Office of Personnel Management (OPM) leads Federal agencies in shaping human resources management (HRM) systems to effectively recruit, develop, manage and retain a diverse, high quality workforce. We need to solicit input from our customers to evaluate our performance in providing services that are citizen-centered, results-oriented and market-based. Customer satisfaction surveys are valuable tools to gather information about our customers' view of our performance and services so we can design and implement new ways to improve our performance and services to meet their needs. This information collection request includes 12 surveys that we currently use or plan to use during the next three years to measure customer satisfaction. The survey instruments include direct mail, telephone contact, focus groups and web exit surveys. Our customers include the general public, Federal benefit recipients, Federal agencies and Federal employees.

2. *Use of Information*
   The results of the information collected in these surveys will be used by OPM management to determine the level of customer satisfaction with our services and to identify areas where corrective action might be needed to further improve services.

   Some survey questionnaires will be mailed to a sample of randomly selected program customers, many of whom have had recent contact with OPM. Others may be mailed to all customers who have recently had contact with OPM. The participation in the surveys will be totally voluntary. In addition to mail surveys, OPM will utilize telephone surveys, Internet/web surveys and focus group discussions to collect customer information and feedback. All Interactive Voice Response (IVR) and Internet surveys will be voluntary for users of these systems.

   Our past surveys have provided OPM management with ongoing findings on customer satisfaction. If the surveys are not conducted, a valuable source of customer feedback will be eliminated. This will limit OPM's ability to make informed decisions and will negatively impact the quality of service to our customers. Management has used the findings of past surveys to make improvement actions such as upgrading our telephone system for customers enabling them to readily speak to retirement offices and obtain services, considering changes in Federal Employee Health Benefits regulations, improving our agency web pages, improving our investigative services and improving Government-wide recruitment efforts.

3. *Reduced Burden*
   Information on customer satisfaction can best be derived from direct questioning of program participants and customers. Because most customers conduct business with OPM by phone, mail and the internet, these are the primary ways we will collect the data for our surveys. These voluntary customer surveys are the most effective means to solicit customer feedback.

4. *Duplication*
   There is no source for this information except direct contact with program participants and our customers. We will ensure that no survey or data collection effort approved under this generic clearance duplicates another.

5. *Small Business*
   These data collections will not involve small businesses.

6. *Consequences of Lower Frequency*
   Some voluntary customer surveys will be conducted as customers exit a particular OPM web page, others will be conducted on an as needed basis, and still others will be conducted on an annual basis. The attached survey list details each survey and how often it will be conducted. We will measure progress in service delivery by reviewing performance indicators generated from survey results. Conducting surveys on a less frequent basis will result in OPM losing touch with customer views on service.

7. *Special Circumstances*
   This data collection is consistent with 5 CFR 1320.6.

8. *Consultations*
   We published our 60-Day Federal Register Notice on June 21, 2010 at 75 FR 35093, notifying the public that we intended to revise this collection.

9. *Payment to Respondents*
   No payment or gift is provided to respondents of voluntary customer surveys.

10. *Confidentiality*
    Potential respondents of all voluntary customer surveys are told that their answers will be kept strictly confidential and will in no way affect their benefits or eligibility. Several surveys will provide each potential respondent with an assigned numerical identifier for the sole purpose of monitoring the return of the questionnaire, sending follow-up requests and preventing the possibility of double counting in the event the same respondent returns both the original and follow-up survey.

11. *Sensitive Information*
    No sensitive information is being collected for any of the survey efforts.

12. *Hour Burden of Collection*
    Web exit surveys, mailed questionnaires, Interactive Voice Response (IVR) telephone solicitations and focus group participation will be requested from thousands of customers who experienced a recent transaction or contact with OPM. The total number of respondents and the time needed to complete each survey effort will vary as shown in the attached survey list. We estimate the respondents and burden hours per fiscal year as shown below:

	FY2009	FY2010	FY2011	3 Years Total
Respondents	148283	172706	174193	495182
Burden	7597	13328	13227	34152

13. *Annualized Cost to Respondents*
    There is no financial cost burden to respondents resulting from this collection of information. OPM provides prepaid postage envelopes for mail surveys and uses toll-free lines for telephone surveys.

14. *Annualized Cost to Government*
    Some voluntary customer surveys will be conducted in-house, while others will be contracted out. The cost will be approximately $200,000 per year. OPM will ensure that the lowest cost collection and analysis methodology is chosen for each survey so long as this is consistent with the purpose and need of the collection.

15. *Reasons for Program Changes/Adjustments*
    OPM has removed all performance evaluation and program services evaluation surveys from OMB Control No. 3206-0236.

    The respondent numbers and hours reported for 3206-0236 are now adjusted after the removal of performance measurement and program services evaluation surveys. The attached list represents only customer satisfaction surveys. We estimated 495,182 respondents and 34,152 burden hours total for the next 3 years.

16. *Tabulation, Statistical Analysis and Publication*
    The statistical analysis of these voluntary customer surveys will include simple frequency distributions for each question. Comparisons will be subjected to appropriate tests for validity and reliability. The findings and analysis of all surveys will be reported to OPM management, and possibly for some surveys, to the public, during FY 2009, 2010 and 2011.

17. *Display of Expiration Date for OMB Approval*
    Voluntary customer surveys approved will display OMB's approval number in the Public Burden Statement and prominently at the beginning of each survey instrument. We request exemption from displaying expiration dates due to the quantity of surveys involved and the costly administrative burden in changing all dates, specifically on paper surveys.

18. *Exceptions to Certification Statement*
    OPM is not seeking any exceptions to the certification statement identified in Item 19, *Certification for Paperwork Reduction Act Submissions*, OMB Form 83-I.

NOTE: OPM will submit any revised surveys and proposed surveys in the attached survey list to OMB as the survey instruments become available. OMB will review the survey instruments and notify OPM within two weeks of receipt if there is a question or issue to be resolved. OPM will begin administering the survey after two weeks if there is no notification from OMB, per the terms of OMB Memorandum M-93-14.

Survey List

A Table of Contents for the survey list is below. It is followed by a detailed survey list which is a comprehensive summary of the Customer Satisfaction Survey IC's. If OPM substitutes or wants to add a new survey that falls under the umbrella of this generic clearance, OMB will be notified and will be provided a copy of the survey instrument, the number of expected respondents and burden hours involved if different from that included in this list. Our survey respondents may include current Federal employees (as defined in the Paperwork Reduction Act Guidelines of 1995), Federal agencies, Federal benefit recipients, and the general public.

Survey No.	Survey Title	Survey Information
Customer Satisfaction Surveys		
CSS1	PMF Job Fair Survey	**Purpose of survey**: To obtain post-event feedback from Job Fair participants. **How is information used and analyzed?** The information is used to determine program improvement priorities and is analyzed using survey analysis software. **Intended Audience?** Job Fair participants. **One-time survey? If No how often? Annually etc?** These surveys go out annually, after the Job Fair (which usually takes place in March or April of each year). **Is this "adhoc" and tied to an already existing form?** NO **At what point is the information collected?** Job Fair participants are sent the survey link within a week or so of the Job Fair ending. **Voluntary or mandatory?** Voluntary. **Approximate time needed to complete:** Approximately 5-10 minutes **Number of estimated Respondents for 2009, 2010, and 2011**: 2009 – 399 2010 – 400 2011 - 400
CSS2	Customer Satisfaction Survey (Agency contracted)	**Purpose of survey?** The Customer Satisfaction is designed to help organizations measure dimensions of customer satisfaction. The survey was designed in response to Executive Order 12862, Setting Customer Service Standards, which requires Federal agencies to provide the highest quality service to the American people. The Customer Satisfaction Survey was referenced in the 1999 GAO report, Selected Approaches for Verification and Validation of Agency Performance Information, as a valid and reliable measure to meet requirements of the Government Performance and Results Act (GPRA). **How is information used and analyzed?** Survey results are aggregated into groups of at least 10 respondents and then reports are produced. The reports show the percentage of respondents who selected each response option, the number who responded to an item, and, for Like-type items, means and standard deviations. Summary executive-level briefings of the results are also prepared and the information is used for improvements to OPM services for customers. **Intended Audience?** Respondents can be anyone who receives government-provided products or services. **One-time survey? If No how often? Annually etc.** Most agencies administer the survey annually.

Survey No.	Survey Title	Survey Information
		Is this "adhoc" and tied to an already existing form? Ad hoc: agencies partner with us when they want to collect customer feedback. **At what point is the information collected?** Survey is administered either periodically (e.g., once a year covering experiences with an agency over the prior 12 months) or at the point of service (e.g., when a customer receives a product or service). **Voluntary or mandatory?** Voluntary **Approximate time needed to complete:** 15 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2009: 8,000 (remainder of respondents from previous ICR approval) 2010: 20,000 2011: 20,000
CSS3	Open Season Express Telephone (Integrated Voice Response) Survey	**Purpose of survey**? OPM offers retirees the option of using an Integrated Voice Response (IVR) system during Open Season to change benefits and enroll in new ones. This survey asks questions before the individual hangs up the phone and gets feedback from customers on their experience using the OPM.GOV telephone services during open season. **How is information used and analyzed**? To help improve the Open Season enrollment IVR system. **Intended Audience?** Federal retiree's **One-time survey? If No how often? Annually etc.** No, done annually Mid November to Mid December. **Is this "adhoc" and tied to an already existing form?** No **At what point is the information collected?** Information is collected after the customer has completed their open season task(s) before hanging up the phone. Users are prompted to take the survey. **Voluntary or mandatory?** Participation is voluntary. **Approximate time needed to complete:** 2 minutes **Number of estimated Respondents for 2009, 2010, and 2011.** Approximately 25,123 +5% each year estimated
CSS4	Open Season Online Survey	**Purpose of survey**? To get feedback from customers on their experience using OPM.GOV during Open Season enrollment. **How is information used and analyzed?** To help improve Open Season services and usability of the OPM website during Open Season. **Intended Audience?** Federal retiree's **One-time survey? If No how often? Annually etc.** No, done annually. Mid November to Mid December **Is this "adhoc" and tied to an already existing form?** No **At what point is the information collected?** Information is collected after the customer has completed their open season choices on exit. **Voluntary or mandatory?** Participation is voluntary. **Approximate time needed to complete:** 2 minutes **Number of estimated Respondents for 2009, 2010, and 2011**. Approximately 13,315 + 5% added each year estimated

Survey No.	Survey Title	Survey Information
CSS5	Rating Federal Retirement Program Website	**Purpose of survey**? To gather feedback from users on what our customers think of our website. **How is information used and analyzed?** This information can be used to generate managerial reports that will depict trends in our customer's transactions. **Intended Audience?** Any one interested in retirement information and services provided by OPM. **One-time survey? If No how often? Annually etc.** Users can take the survey at any time. **Is this "adhoc" and tied to an already existing form?** No. **At what point is the information collected?** The survey is accessible from the Tools submenu bar from the main retirement site. **Voluntary or mandatory?** Voluntary. **Approximate time needed to complete:** 2 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2900 for each year
CSS6	Services Online	**Purpose of survey**? To gather feedback from users on what our customers think of our website. **How is information used and analyzed?** This information can be used to generate managerial reports that will depict trends in our customer's transactions. **Intended Audience?** Anyone with a valid claim number and SOL PIN; our demographic is federal retirees or survivors. **One-time survey? If No how often? Annually etc.** Users can take the survey after any Services Online session. **Is this "adhoc" and tied to an already existing form?** No. **At what point is the information collected?** In order to leave Services Online, the user clicks the exit button on the Services Online Main Menu. The survey is displayed after the customer clicks the exit button but before the customer leaves the web site. **Voluntary or mandatory?** Voluntary. **Approximate time needed to complete:** 2 minutes **Number of estimated Respondents for 2009, 2010, and 2011** We had 90,195 respondents for CY 2008, we estimate that we will have at least this many respondents for CY 2009, 2010 and 2011.
CSS7	Final Users Customer Satisfaction Survey (NPPTL)	**Purpose of survey?** The Customer Satisfaction is designed to help NIOSH measure dimensions of customer satisfaction. The survey was designed in response to Executive Order 12862, Setting Customer Service Standards, which requires Federal agencies to provide the highest quality service to the American people. The Customer Satisfaction Survey was referenced in the 1999 GAO report, Selected Approaches for Verification and Validation of Agency Performance Information, as a valid and reliable measure to meet requirements of the Government Performance and Results Act (GPRA).

Survey No.	Survey Title	Survey Information
		How is information used and analyzed? Survey results are aggregated into groups of at least 10 respondents and then reports are produced. The reports show the percentage of respondents who selected each response option, the number who responded to an item, and, for Like-type items, means and standard deviations. Summary executive-level briefings of the results are also prepared and the information is used for improvements to services for customers. **Intended Audience?** Users of protective gear. **One-time survey? If No how often? Annually etc.** Every two years. **Is this "adhoc" and tied to an already existing form?** Ad hoc: NIOSH partners with us when they want to collect customer feedback. **At what point is the information collected?** One point during the year **Voluntary or mandatory?** Voluntary **Approximate time needed to complete:** 15 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2009: 0 2010: 400 2011: 0
CSS8	Final Manufacturers Customer Satisfaction Survey (NPPTL)	**Purpose of survey?** The Customer Satisfaction is designed to help NIOSH measure dimensions of customer satisfaction. The survey was designed in response to Executive Order 12862, Setting Customer Service Standards, which requires Federal agencies to provide the highest quality service to the American people. The Customer Satisfaction Survey was referenced in the 1999 GAO report, Selected Approaches for Verification and Validation of Agency Performance Information, as a valid and reliable measure to meet requirements of the Government Performance and Results Act (GPRA). **How is information used and analyzed?** Survey results are aggregated into groups of at least 10 respondents and then reports are produced. The reports show the percentage of respondents who selected each response option, the number who responded to an item, and, for Like-type items, means and standard deviations. Summary executive-level briefings of the results are also prepared and the information is used for improvements to services for customers. **Intended Audience?** Manufactures of protective gear. **One-time survey? NO.** Once Every two years. **Is this "adhoc" and tied to an already existing form?** Ad hoc: NIOSH partners with us when they want to collect customer feedback. **At what point is the information collected?** One point during the year **Voluntary or mandatory?** Voluntary **Approximate time needed to complete:** 15 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2009: 0

Survey No.	Survey Title	Survey Information
		2010: 100 2011: 0
CSS9	Insurance website customer satisfaction core survey	**Purpose of survey**: This survey is used to measure our viewer satisfaction with various parts of the /insure directory on the www.opm.gov website. The data retrieved from the survey will be used to revamp the necessary areas of the insure subsite. **How is information used and analyzed?** This survey will be given to 20% of the visitors to the site. Once all data is collected, we will take the number of respondents per statistic, and then divide that number by the total number of respondents for the given measure. We will then see what areas of our site will need to be revamped. Once this is done, we will reach out to the various surveyed groups and conduct focus groups. If necessary, with the data and in conjunction with the various groups, we will then have the necessary information to ask the focus groups more specific questions to facilitate a better website and user experience. **Intended Audience?** Federal employees, retirees and annuitants **One-time survey? Is this "adhoc" and tied to an already existing form?** One-time survey. **At what point is the information collected?** The survey will be given to viewers during their use of our site for the Open Season period. Open Season begins on the Monday of the 2nd full week of November. The data will be collected at the end of every Federal Benefits Open Season. This will occur on the Monday of the 2nd full week in December. **Voluntary or mandatory?** Voluntary **Approximate time needed to complete: ## minutes/hours** Approx. 1 to 3 minutes to complete **Number of estimated Respondents for 2009, 2010, and 2011** 2009- 5000 2010- 5000 2011- 5000
CSS10	DFAS Retiree-Annuitant Customer Satisfaction Survey	**Purpose of survey?** The Customer Satisfaction is designed to help the Defense Finance and Accounting Service (DFAS) measure dimensions of customer satisfaction. The survey was designed in response to Executive Order 12862, Setting Customer Service Standards, which requires Federal agencies to provide the highest quality service to the American people. The Customer Satisfaction Survey was referenced in the 1999 GAO report, Selected Approaches for Verification and Validation of Agency Performance Information, as a valid and reliable measure to meet requirements of the Government Performance and Results Act (GPRA). **How is information used and analyzed?** Survey results are aggregated into groups of at least 10 respondents and then reports are produced. The reports show the percentage of respondents who selected each response option, the number who responded to an item, and, for Like-type items, means and standard deviations. Summary executive-level briefings of the results are also prepared. The reports and briefings are used to identify areas of strength and challenge and the information is used for improvements to DFAS services for customers. **Intended Audience?** Retirees and annuitants of the military.

Survey No.	Survey Title	Survey Information
		One-time survey? If No how often? Annually etc. Annually **Is this "adhoc" and tied to an already existing form?** Ad hoc: DFAS partners with us when they want to collect customer feedback. **At what point is the information collected?** One point during the year **Voluntary or mandatory?** Voluntary **Approximate time needed to complete:** 15 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2009: 3000 2010: 3000 2011: 3000
CSS11	TSA Applicants Customer Satisfaction Survey	**Purpose of survey?** The survey has two purposes: (1) evaluate the performance of TSA's HR service provider; (2) provide diagnostic information to TSA and the HR service provider about the quality of application processes, procedures and systems. **How is information used and analyzed?** The results are used to (1) evaluate the performance of TSA's HR service provider and (2) provide diagnostic information to TSA and the HR service provider about the quality of application processes, procedures and systems. The results of this survey will be combined with the results of other surveys to determine a final evaluative score for the HR service provider. Overall scores for two broad areas of service will be calculated by (1) calculating an area score for applicants in each of four job categories, based on the n-weighted (i.e., valid responses) average of item scores, and (2) calculating the overall area score as the n-weighted (i.e., size of job category) average of the scores produced in the previous step. For the diagnostic information, results will be aggregated into groups of at least 10 respondents and then reports will be produced. The reports show the percentage of respondents who selected each response option, the number who responded to an item, and, for Like-type items, means and standard deviations. The results will also be presented in a summary executive-level briefing and the information is used for improvements to TSA services for customers. **Intended Audience?** Respondents are applicants for positions with TSA who have passed the determination of minimum qualifications. Respondents may be current TSA employees, employees in other Federal agencies, or from outside the Federal government. **One-time survey? If No how often? Annually etc.** The survey is administered on an individual basis, only one time, when an employee passes the stage of minimum qualifications. **Is this "adhoc" and tied to an already existing form?** Ad hoc **At what point is the information collected?** The survey is administered on an on-going basis as employees reach the stage of being minimally qualified. **Voluntary or mandatory?** Voluntary **Approximate time needed to complete:** 15 minutes **Number of estimated Respondents for 2009, 2010, and 2011** 2009: 0 2010: 10,000 2011: 10,000

Survey No.	Survey Title	Survey Information
CSS12	How Has The Office of Personnel Management Served You? RI 10-72	**Purpose of survey**: Measures Federal annuitant and survivor annuitant satisfaction with the services provided by CRIS Retirement Services Programs (RSP). This includes the annuitant retirement claims process and the customer service provided throughout an annuitants. **How is information used and analyzed?** Based on RSP workload data (retirement claims processing times, phone call handling rates, etc.), the survey results allow RSP managers to know if services are useful or need improvement **Intended Audience?** Federal Annuitants. **One-time survey?** This is an annual mailed survey. **Is this “adhoc” and tied to an already existing form?** No It is not adhoc. The same survey questionnaire is used every year. **At what point is the information collected?** The survey is mailed in early June. **Voluntary or mandatory?** Voluntary. **Approximate time needed to complete:** 25 minutes average. **Number of estimated Respondents for 2009, 2010, and 2011** Every year we receive about 350 responses