

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

TITLE OF INFORMATION COLLECTION:

Commercial Services Program Feedback Forms

PURPOSE:

Expanding U.S. exports is a national priority to improving U.S. trade performance. The department of Commerce’s (DOC) International Trade Administration (ITA) including the U.S and Foreign Commercial Service (CS) are key U.S. government agencies responsible for assisting U.S. organizations to export and/or conduct business overseas. The CS provides export promotion services such as market research, client counseling and trade missions. To accomplish its mission effectively and efficiently CS requires ongoing client feedback on its programs.

International Buyer Program (IBP) Annual Comment cards enable CS to track client satisfaction and performances of international Posts and domestic United States Export Assistance Centers (USEACs). The annual comment cards also enable the CS to identify potentially unsatisfied clients and take timely action to resolve the situations. Clients benefit from this information collection because it is used to improve services provided to them (public).

The IBP Annual Comment Cards are sent to IBP show organizers via email as a comment card link, at the end of the fiscal year for their participation in a fee-based service. The IBP show organizer receives the initial request for feedback and one reminder, as needed, two weeks later.

DESCRIPTION OF RESPONDENTS: Respondents who have participated in an event or fee based service.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Comment card |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Tony Pu

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private sector	100	5 minutes	8
Totals	100		8 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0.

If you are conducting a focus group, comment card, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

IBP event: any show organization who has participated during the previous fiscal year will receive an annual comment card. The comment card will be distributed each fiscal year until this collection expires.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.