

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” OMB Control No. 0690-0030

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey of EDA Applicants.

PURPOSE: EDA wishes to create an online customer satisfaction survey to better understand their applicants’ satisfaction. EDA's Performance and National Programs Division (PNPD) will be responsible for measuring metrics provided, and developing a report to inform EDA staff about the results of the survey which will then be used to improve customer service.

DESCRIPTION OF RESPONDENTS: The respondents are a focused sample of EDA applicants for Economic Adjustment Assistance and Public Works funds since July 2013 to present. Applicants include:

- State, Local governments
- Non-profits
- Tribal organizations
- Student, academic, researcher

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <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: Bryan Borlik

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 [x] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector	500	10 minutes	83
Totals	500		83 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$204.00

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

The selection of your targeted respondents

- 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?
[x] 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?

EDA conducted a customer satisfaction survey in July of 2013. They have refined the survey and would like to survey all applicants since the last survey period.

Administration of the Instrument

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

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.

Every instrument (survey/form) must have the following displayed –

OMB Control No. 0690-0030

Expiration Date: 06/30/2017