

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

TITLE OF COLLECTION: Business Center Customer Satisfaction Survey

PURPOSE: The purpose of the customer satisfaction survey is to engage Minority Business Development Administration (MBDA) clients, to gather feedback about the services received from the MBDA Business Centers and make improvements based upon collected information.

DESCRIPTION OF RESPONDENTS: The respondents are the current MBDA Business Center clients - minority business enterprises – as noted in the MBDA customer records database.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software Group) Small Discussion Group
 Focus Group 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: [Joann Hill](#)

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	1,500	5 minutes	125 hours
Totals	1,500		125 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$100.

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

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?

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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?

The MBDA Customer Records Management database includes approximately 1,500 businesses; we plan to provide each business a survey through the MBDA Business Centers that service the businesses. The survey will be offered by email with a link to the survey.

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

