

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

**TITLE OF INFORMATION COLLECTION:** TMNG eFile Survey

**PURPOSE:**

The attorney forms survey is designed to obtain some general information from users on the existing system and gather some information on existing pain points and things that work well. Questions will encompass demographics, systems, processes, application and attorney forms and delivered in an online survey to select users for usability testing effort on NextGen attorney forms. None of the questions are required, so any survey question can be skipped.

**DESCRIPTION OF RESPONDENTS:**

Hundred (100) current users will be invited to participate in the survey. The group will be compiled of external attorneys and paralegals, exclusively, as the survey is specific to attorney form actions. Note: Both cost and time calculations are based on max of 100, which has been provided by TM.

**TYPE OF COLLECTION:** (Check one)

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

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OCIO: Marcie Lovett

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
Individuals	100	6 min	6 hours
<b>Totals</b>	<b>100</b>	<b>6 min</b>	<b>6 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government: \$2000 of GS-8 level (coming up with survey, putting it on Survey Monkey, all communications, PO approvals, OMB approval effort and analyzing the survey results etc.)

**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?

Members from external law firms – primary attorneys, additional authorized attorneys and paralegals from external law firms. We will be receiving the initial list of 100 survey invitation from the TM outreach group.

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