

The U.S. Census Bureau plans¹ to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Census Bureau's Finance Division is planning a survey to assess the users' interest, uses, and satisfaction with the Financial Service Center (FSC) Customer Assistance Line Liaison (CALL) Team. The CALL team answers all customer inquiries for the Financial Services Center, conducts reviews of undelivered orders and A-123 internal controls. The feedback from this survey will help the Financial Service Center decide next steps for this program.

In May 2011 through May 2012, all callers to the FSC will be offered the opportunity to participate in the customer satisfaction survey once we have answered their questions. Finance Division conducts this survey on a continuing basis to analyze the findings quarterly and annually. The staff will ask the customer if they would like to participate in a survey and if so can they please provide their email address, and we will send them a link to the online questionnaire. Currently, we receive about 320 calls per month, and out of those, we expect to receive 60 completed surveys per month.

Due to the limited response we expect from this customer feedback survey, we intend to use the results of this survey only in conjunction with other evaluative tools we routinely employ to measure the effectiveness of the program. The results from this survey will not be published in reports and will be used only for internal planning purposes.

The Finance Division staff have reviewed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at 5 minutes per questionnaire for a total respondent burden of 60 hours.

We plan to maximize response rates by advising the call center staff on the significance of informing the potential respondents of how important their responses will help improve the services provided by the FSC.

This survey is being developed entirely within the Census Bureau. As such, the only cost for development is staff costs.

For further information about this survey, please contact Ozell Sanders Jr., Finance Division, at 301-763-1243.