

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)

TITLE OF INFORMATION COLLECTION:

VA CBO/Veterans Point of Service (VPS) Kiosk Satisfaction

PURPOSE: To gather feedback from Veterans who use kiosks at the medical facilities to check in for their appointment update their information, requesting their beneficiary travel, etc.

DESCRIPTION OF RESPONDENTS:

Veteran patients at the medical facility that use the kiosk.

Average # of Daily Interactions = 32,949

Sample of those using kiosk = 3300

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: **Mike Davis, VPS Program Director**

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 (*sample calculation in grey*)

Category of Respondent	No. of Respondents	Participation Time (× minutes =)	Burden (÷ 60 =)
Projected respondents quarterly	3300	5	275
VA Form: Kiosk Survey on kiosk			
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$5,000.00

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

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?

[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?

VPS will not use a customer list to define potential respondents. VPS will push out the survey of 5-6 questions on a quarterly basis to the kiosk application. Random Systematic Sampling method will be utilized. (i.e. A simple example would be to select every 10th name that utilizes the kiosk (an 'every 10th' sample, also referred to as 'sampling with a skip of 10')). In addition, calculation follows basic boundaries below which are set up within the application prior to pushing out quarterly survey to application:

* Calculate the minimum required sample size to represent each site's population with a 95% confidence level and 4% margin of error.

* In addition, we add a buffer equivalent to the abandonment rate for that two week period to account for the possibility of patients abandoning on the survey page.

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
- [x] **Other**, Explain

Veterans will complete the quarterly survey if using the VPS kiosk during check-in or performing other applications available at the kiosk (i.e., updating address information, requesting bene travel, etc)

The survey questions will be at the end of the session. Question scale will be either 1-5 (Likert Scale) or Yes/No responses.

2. Will interviewers or facilitators be used? [] Yes **[x] No**

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

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.