

2900-0770

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (NCA, VBA, VHA)

Revision Request:

The Veterans Experience Office wishes to increase the respondent total and burden for their previously approved ICR entitled, *Veterans Experience Appointment Schedule Survey*.

VA is transforming to become a customer centric organization, and this begins with listening to our veterans and acting directly on feedback. We are disseminating 1-3 minute surveys to our Veterans to collect specific and timely feedback, that we are in turn wiring into our operations to provide service level improvements to the Veteran's experience. Based on sample size calculations, we estimate receiving 1.9 million responses annually to get an accurate picture of the care we are providing to over 9 million veterans at our 300 medical facilities nationwide.

- The prior Fast-track approval was for 1,667 burden hours.
- The revised burden increases by adding an additional 29,999.67 hours.
- The combined burden hour for the prior and current requests will total 31,666.67.

CURRENT REQUEST:

Category of Respondent	No. of Respondents	Participation Time	Burden
Veteran Patient	1.8 million annually	1 minute	29,999.67 hrs
Totals	1.8 million annually	1 minute	29,999.67 hrs