

**Justification for Non-Substantive Changes
Paperwork Reduction Act
Generic Information Collection Submissions for
Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery**

OMB No. 0960-0788

Non-substantive Changes:

- 1.) Remove blank template under the IC list and restore projected responses and hours.
- 2.) Increase burden as follows:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	46,530	31,744	0
New	346,530	56,744	0
Difference Change due to Agency Adjustment	300,000	25,000	0

Background

This collection of information (also known as Fast Track) is necessary to enable the agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The information collected from our customers and stakeholders helps to ensure that users have an effective, efficient, and satisfying experience with the agency’s programs. This feedback provides us with insights into our customer or stakeholder perceptions, experiences and expectations, provides an early warning of issues with service, or focuses attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections allow for ongoing, collaborative, and actionable communications between the agency and our customers and stakeholders. It also allows feedback to contribute directly to the improvement of program management.

To obtain approval for a collection that meets the conditions of this generic clearance, SSA submits a standardized template to OMB along with supporting documentation (e.g., a copy of the comment card). The submission is automatically approved, unless OMB identifies issues within 5 business days.

The types of collections this generic clearance covers includes, but are not limited to:

- Customer comment cards/complaint forms;
- Small discussion groups and interviews;
- Focus groups of customers, potential customers, delivery partners, or other stakeholders;
- Cognitive laboratory studies, such as those used to refine questions or assess usability of a website;

- Qualitative customer satisfaction surveys and interviews (e.g., post-transaction surveys; opt-out web surveys);
- In-person observation testing (e.g., website or software usability tests);
- Other collection instruments, observations, and methods as yet to be determined.

We have established a manager who serves this generic clearance and is responsible for conducting independent reviews of each information collection to ensure compliance with the terms of this clearance prior to submitting each collection to OMB.

Justification

When we last cleared this ICR in 2011, we were instructed to upload a blank Fast Track template as an IC and enter the total number of responses and hours for the 3-year ICR under this IC. When we submitted our current renewal for this generic ICR we followed this same practice. However, ROCIS no longer allows this practice, and thus the system zeroed out all of our projected to use burden. We have removed the blank template and have entered the total number of responses and hours for the 3-year generic ICR directly to the burden worksheet per instructions from Michael Johnson. This action should restore the to-use burden.

We are increasing the overall ICR burden to account for the submission of a future generic clearance request to cover a qualitative customer comment card the agency uses in our field offices recently brought to our attention.