

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1615-0121)**

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**TITLE OF INFORMATION COLLECTION:** Feedback USA Button – Department of Homeland Security (DHS)/U.S. Citizenship and Immigration Services (USCIS) Pilot Survey

**PURPOSE:** This is an OMB sponsored project managed by the General Services Administration (GSA). OMB and GSA are looking for partner agencies to pilot the Feedback USA Button– a simple tool to collect customer feedback and:

- Provide agencies with information needed to improve program delivery;
- Provide the Executive Branch with insight into best practices and areas to improve; and
- Provide the public with transparency around the quality of services provided.

We purpose to engage the public for feedback on their experience on services provided at 20 of our USCIS field offices.

For this survey, we have identified 20 field offices to house 2 kiosks each. We will ask only one question at a time at each kiosk. The kiosk is a simple electronic device with one question listed at the top of its screen. The respondent’s response is a series of four smiley-face emoticons.

### Survey Details

*Who will conduct the survey?* USCIS is working with GSA.

*Where will we conduct the survey?* We will conduct the survey at 20 field offices. We purpose to install 2 kiosks at each field office. Customers visit USCIS field offices for two reasons, for the purpose of seeking information or for an immigration adjudication interview. At the conclusion of the customer’s appointment, an employee who interacts directly with the customer to provide information or adjudication services\ will inform the customer of the option of providing feedback on his or her experience. The customer can voluntarily enter feedback by using the onsite kiosk to answer the question with the additional option to provide free-form text on the website.

*When will we conduct the survey?* For nine months beginning in October 2016.

**DESCRIPTION OF RESPONDENTS:** The respondents are members of the public who come to USCIS field office to obtain information or receive immigration services.

**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: Michael Biggs, Special Assistant, District 22, Field Operations Directorate, U.S. Citizenship and Immigration Services

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

**BURDEN HOURS** (per month)

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time (Minutes)</b>	<b>Burden (hours)</b>
Kiosk	29,500	1	590
<b>Totals</b>	<b>29,500</b>	<b>1</b>	<b>590</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \_\_\_\_\$960\_\_\_\_

**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 [X ] 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?

We plan to inform customers who come to a field office that they have the option to answer a one-question customer satisfaction survey via a kiosk in reference to their experience with the field office.

**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: Self standing kiosk
2. Will interviewers or facilitators be used? [ ] Yes [ X ] No

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

## **Feedback USA Button Pilot**

The question(s) for the Department of Homeland Security, U.S. Citizenship and Immigration Services

Customers will have the option of answering via four color-coded buttons with faces ranging from very unhappy to very happy. We are rotating several questions to possibly garner feedback; however, we will ask only one customer satisfaction survey question via a kiosk.

1. How well did the naturalization ceremony meet your expectations?
2. How would you rate the courtesy of our staff during your visit today?
3. How well were we able to meet your needs today?
4. How well did we explain to you what to expect next?
5. Did we meet your expectations today?
6. How was your wait time for today's appointment?
7. How knowledgeable was the employee you met during your appointment today?