

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

TITLE OF INFORMATION COLLECTION: NCSC Telephone Survey

PURPOSE: Barbaricum, a professional research firm, conducts monthly telephonic surveys on behalf of U.S. Citizenship and Immigration Services (USCIS) Customer Service and Public Engagement Directorate (CSPED). These surveys are conducted to provide customer service feedback on the USCIS National Customer Service Center (NCSC) experience. Every month, 370 telephone interviews are completed with respondents who have previously called the NCSC 800-Line. Customer feedback is important to CSPED because it helps provide us with insight on how we can improve the customer experience and operations at our call center.

DESCRIPTION OF RESPONDENTS: The respondents who are surveyed by our contract vendor Barbaricum contact 370 customers per month who call our National Customer Service Center 1-800 number. Information and comments from the survey will be kept private to the extent permitted by law. Respondents participating in this survey will not be asked sensitive personal case specific information.

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: Jessica Membreno

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
 - a. The collection is covered by DHS/ALL/PIA-006 Department of Homeland Security Contact Lists
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
 a. The collection is covered by DHS/ALL-002 Department of Homeland Security (DHS) Mailing and Other Lists System, November 25, 2008, 73 FR 71659

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Customers (individuals)	4,440	.02 (12 mins)	888
Totals	4,440		888

FEDERAL COST: The estimated annual cost to the Federal government is \$477,638.12

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 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?

When our customers call the 1-800 line we have their call number for 90 days in our system from their last latest call and use the call number as anti-data so our vendor, Barbaricum, can contact them by just their telephone number to ask them if they want to participate in a survey. The Ani-data is the sampling plan which is chosen at random by Barbaricum to get the 370 participants per month.

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
 Other, Explain
2. Will interviewers or facilitators be used? Yes No