

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g. establishments, State and local governmental units, households, or persons) in the universe and the corresponding sample are to be provided in tabular form. The tabulation must also include expected response rates for the collection as a whole. If the collection has been conducted before, provide the actual response rate achieved.

This information collection submission is a generic clearance for Customer Satisfaction related collections. The individual collections under this generic relate to a broad range of subjects including training, conferences, help desk assistance, and standards material customers. Therefore, the potential respondent universe includes members of the public, federal employees, state and local governments, universities, private companies, non-profit organizations, etc. No sampling is done for any of the information collections under this generic approval.

Based on current numbers, approximately 30,000 individual responses are expected annually (90,000 over the three year period of the approval), with an average response time of 10 minutes per response, resulting in approximately 5000 burden hours annually (15,000 burden hours over the three year period of the approval).

For those collections that are continuing from previous approvals, the response rate varies by collection. For example, the IT Assistance Center Customer Satisfaction Measurement has experienced a 30% response rate, the Office of Weights and Measures Customer Satisfaction Survey has experienced a 90% response rate, and the NVLAP Accreditation Survey has experienced a 50% response rate.

2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.

Some information collections are posted on websites, some are mailed to potential respondents, others are provided to respondents in person, such as at the end of a training session or conference. There will be no sampling, but ad hoc completion of the instruments by interested customers. The completed instruments go directly to the program officials that are conducting the information collection for their collection and review of the responses.

3. Describe the methods used to maximize response rates and to deal with nonresponse. The accuracy and reliability of the information collected must be shown to be adequate for the intended uses. For collections based on sampling, a special justification must be

provided if they will not yield "reliable" data that can be generalized to the universe studied.

As there is neither a census nor sampling, there will be no claims that the data is representative. However, all feedback will be reviewed and considered. For example, feedback from the NVLAP Assessor Questionnaire is used to modify the coaching and training of assessors. Feedback from the IT Assistance Center collection has been used to help the center be more proactive in resolving customers' technical problems. The Office of Weights and Measures has used the results of their collection to modify their training program.

4. Describe any tests of procedures or methods to be undertaken. Tests are encouraged as effective means to refine collections, but if ten or more test respondents are involved OMB must give prior approval.

As the collections under this approval are basic collections related to customer satisfaction, tests of the procedures or methods are not done.

5. Provide the name and telephone number of individuals consulted on the statistical aspects of the design, and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

There is no statistical design. The contacts for each collection are as follows:

Information Collection	Organizational Unit	Contact Name	Contact Phone
Balance Scorecard Survey for Conference and Training Attendees	Public Affairs Office	Mary Lou Norris	301-975-2002
Standards Information Center	Standards Coordination Office	Karen Reczak	301-975-4038
NVLAP Interactive Web Site Transactional Survey	Standards Coordination Office	Vanda White	301-975-3592
NVLAP Assessor Questionnaire	Standards Coordination Office	Vanda White	301-975-3592
NVLAP Accreditation Services Customer Survey	Standards Coordination Office	Vanda White	301-975-3592
Sensor Science Division Short Course Evaluation	Physical Measurement Laboratory	Ben Tsai	301-975-2347
IT Assistance Center Customer Satisfaction Measurement	Office of Information Systems Management	Rachel Glenn	301-975-2906

Standards in Trade Workshop	Standards Coordination Office	Patrice Boulanger	301-975-3882
Office of Weights and Measures Customer Satisfaction Survey	Physical Measurement Laboratory	Isabel Chavez	301-975-2128
Customer Interaction Center Customer Survey	Office of Information Systems Management	Dana Ni	301-975-5253
CBS Classroom Training Survey	Office of Information Systems Management	Dana Ni	301-975-5253
CBS Webinar Training	Office of Information Systems Management	Dana Ni	301-975-5253
Standard Reference Materials Customer Satisfaction Report Card	Material Measurement Laboratory	Maria Polakoski	301-975-2027
Calibrations Customer Satisfaction Report Card	Physical Measurement Laboratory	Greg Strouse	301-975-4803
Standards Reference Data Report Card	Material Measurement Laboratory	Adam Morey	301-975-3173
Standards Reference Data – Free Online	Material Measurement Laboratory	Adam Morey	301-975-3173
Standards Reference Data - Subscription	Material Measurement Laboratory	Adam Morey	301-975-3173