

B. Collection of Information Employing Statistical Methods

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 government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

1. Describe the procedures for the collection of information including:

- Statistical methodology for stratification and sample selection.
- Estimation procedure.
- Degree of accuracy needed for the purpose described in the justification.
- Unusual problems requiring specialized sampling procedures, and
- Any use of periodic (less frequent than annual) data collection cycles to reduce burden.

The respondent universe for the customer satisfaction assessment is approximately 3,000 federal, state, and/or local law enforcement personnel and/or crime laboratory personnel. This is a voluntary survey is sent with most Laboratory Reports of Examination to request feedback on the services received. The respondent is requested to fax the survey back to the FBI Laboratory at the number provided.

2. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Customer satisfaction assessments are provided with most Reports of Examination (exceptions are supplemental, discontinued/canceled examinations, subcontracted work, and intelligence examinations) and give the opportunity for the contributor to provide feedback on the services received. The contributor can also offer suggestions on how the Laboratory can improve services as well as provide feedback on what additional services/examinations he/she would like. The format of the assessment is short, direct, and requires minimal time to complete while providing meaningful information to assist the Laboratory in improving its services.

3. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.

The customer satisfaction assessment was developed based on discussions with a working group and executive management. The survey has been in place since 2006 and needed to be updated for compatibility with the Laboratory's LIMS.

4. Provide the name and telephone number of individuals consulted on 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.

The following individual was consulted regarding the statistical aspects of the project:

Robin Ruth
Unit Chief, Forensic Analysis Support Unit
Quality Manager
FBI Laboratory Division
703-632-7115

The person who will be involved in collecting and analyzing the questionnaire data:

Marsha Karas
Supervisory Quality Assurance Specialist
Forensic Analysis Support Unit
FBI Laboratory Division
703-632-7023