

**Request for Approval under the "DOI Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery"**  
**OMB Control Number: 1090-0011**

**TITLE OF INFORMATION COLLECTION:**

**Feedback from Web Chat Customers**

**PURPOSE:**

**Collect feedback from individuals or households who send questions to the USGS using web chat. The feedback will be used to help USGS improve the quality of SIS customer service outcomes for web chat customers.**

**DESCRIPTION OF RESPONDENTS:**

**Individuals or households who send questions to the USGS using web chat. Individuals ask questions on a wide range of USGS science topics. Most web chat inquiries are answered by customer service specialists; a few require the expertise of a USGS scientist.**

**TYPE OF COLLECTION: (Check one)**

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Customer Comment Card/Complaint Form | <input 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: \_\_\_\_\_

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  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 (If yes, please explain.)

**BURDEN HOURS**

Category of Respondents	No. of Respondents	Participation Time	Burden
Category 1 (Individuals or households)	180 in a year	1 minute each	3 hours
<b>Totals</b>	<b>180 in a year</b>	<b>1 minute each</b>	<b>3 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,222.00.

- o There is no annual license fee for Survey Monkey; the office already has a license
- o Time estimates below cover the implementation of the link in web chat and the questions using Survey Monkey, testing, and monthly analysis of the data
  - Implementation by Project Analyst, 3 hours
  - Analysis by Analyst and Manager, 1 hour each for expected 9 months of approved data collection (through Aug or Sept 2015)

Federal Govt cost	Year 1		21	\$119.27	\$1,222.00
Position	Grade / Step	Hourly Rate	Annu Hrs by Fed	Fully Loaded Hr Rate	Total Labor Value
<i>Project Analyst</i>	12/5	\$33.06	12	\$49.59	\$595.00
<i>Project Manager</i>	14/5	\$46.45	9	\$69.68	\$627.00
Annual license for Survey Monkey					\$0.00
<b>Total Federal Cost First Year</b>					<b>\$1,222.00</b>

**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.

**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 [X] No

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

**Data collection tool -- Survey Monkey**

## INSTRUCTIONS

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g., Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g., fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time in minutes and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g., for surveys) or facilitators (e.g., for focus groups) used.

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