



U.S. Department of State

**REQUEST FOR APPROVAL UNDER THE "GENERIC CLEARANCE  
FOR THE COLLECTION OF ROUTINE CUSTOMER FEEDBACK"  
OMB CONTROL NUMBER: 1405-0193**

**Title of Information Collection**

Consular Services: American Citizen Services Applicant Satisfaction Survey

**Purpose**

The Bureau of Consular Affairs (CA) currently uses OMB approved survey SV-2013-0003 to assess the level of American citizen customer satisfaction with the consular services provided overseas in U.S. diplomatic and consular missions. That form does not ask questions that refer to operational matters with the specificity needed to determine adequately customer satisfaction at each of the more than 200 consular sections overseas. For example, question 3 combines two very different matters, i.e. obtaining information and obtaining an appointment. Consular sections provide information on the requirements of specific services through multiple channels, i.e. the Department's website, the post's website, the CA/OCS call center, the post's phone system, and email.

CA would like to ask customers which info source they consulted and whether the info was helpful. Given that many American citizens who reside overseas are not fluent in English, CA would also like to determine whether customers sought info in another language. With regard to appointment systems, access to such systems is generally via the internet. In many overseas locations, American citizens have limited access to the internet.

The proposed form would permit CA to aggregate responses to obtain a general satisfaction rating, but it would also allow an individual post to modify specific operational matters to suit better the specific makeup of its locally resident American population.

**Description of Respondents**

Respondents would generally be American citizens who are applying for a consular service in a U.S. diplomatic or consular mission overseas. In those instances in which the applicant is a minor, respondents would be the minor's parent or legal guardian. Such individuals may not be American citizens.

Respondents who are seeking notarial services may also not be American citizens. A foreigner may request a notarial service if the documents to be notarized are to be used in the United States.

**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., Web site 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 (Last, First, MI)

BARRY

CATHERINE M

Title

CA/EX, SPECIAL ADVISOR

Signature

Date (mm-dd-yyyy)

04/06/2015

**TO ASSIST REVIEW, PLEASE PROVIDE ANSWERS TO THE FOLLOWING QUESTIONS.**

**Personally Identifiable Information**

1. Is personally identifiable information (PII) collected?  Yes  No  
 a. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No  
 2. If Applicable, has a System of 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  No

**BURDEN HOURS**

Category of Respondent	Number of Respondents	Participation Time (Minutes)	Burden Hours
Individuals or Households	5,000	3	250.00
Totals	5,000	3	250.00

**FEDERAL COST**

The estimated annual cost to the Federal government is \$1,500.00

**IF YOU ARE CONDUCTING A FOCUS GROUP, SURVEY, OR PLAN TO EMPLOY STATISTICAL METHODS, 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.

The survey would be provided to applicants who personally visit a U.S. consular office overseas to seek a service available to American citizens. There are approximately 85 of our 240 offices that average 250 applicants per year. For this population of potential respondents, the survey form would be handed out to applicants on paper and data collection would be handled by a clerical employee.

CA is considering obtaining a license to use Survey Monkey or similar technology to be used by respondents who seek services at our larger posts that are located in major urban areas. Should that occur, we will provide additional information to OMB for consideration.

**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 Computer terminal in the consular waiting room
2. Will interviewers or facilitators be used?  Yes  No

**PLEASE MAKE SURE THAT ALL INSTRUMENTS, INSTRUCTIONS, AND SCRIPTS ARE SUBMITTED WITH THE REQUEST.**