

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)

TITLE OF INFORMATION COLLECTION: OSBU Event Feedback

PURPOSE: To obtain feedback from small business personnel that attends an event sponsored by the Office of Small Business Utilization. Specifically, OSBU would like to gauge their satisfaction with the event.

DESCRIPTION OF RESPONDENTS: Small businesses that have participated in an OSBU sponsored event.

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 (<i>e.g.</i> , 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: Brian Harley **Phone:** 202-412-6766

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector (Phone)	1,500	7 minutes	175 hrs
Private Sector (Online)	1,500	7 minutes	175 hrs
Totals	3,000	7 minutes	350 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$104. This cost is calculated based on the OSBU employee’s hourly rate times the number of hours it will take to create and manage the survey.

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?
[x] 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 small business vendors were those businesses that actually registered and/or participated in an OSBU sponsored event.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[x] Web-based or other forms of Social Media
[x] Telephone
[x] In-person: Will issue hard copy for participants to complete.
[] 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.

Dear (Insert Name),

I want to thank you for participating in the recent event sponsored by the U.S. General Services Administration's Office of Small Business Utilization. We would greatly appreciate you taking a moment to give us your feedback on the event. The survey we have prepared should take no more than seven minutes and it tells us your thoughts on the content as well as how you felt we did presenting it to you.

If now is a good time I would like to proceed with the survey.

