

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)

TITLE OF INFORMATION COLLECTION: Office of the Science Advisor (OSA)
Consumer Feedback Survey

PURPOSE: *To solicit the levels of customer satisfaction of OSA website visitors who have downloaded documents produced and curated by OSA. This will provide information to enhance the value OSA is able to provide.*

This data will be used in the OSA Performance Measures program to provide a full look at OSA’s strengths and possible areas of improvement to better provide products for its customers.

DESCRIPTION OF RESPONDENTS: *Respondents will be visitors of the OSA website.*

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., 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.

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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, 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	~2,500 sent @ 10% rate = 250 respondents	4 minutes	1,000 minutes
Federal Government	~2,500 sent @ 10% rate = 250 respondents	4 minutes	1,000 minutes
Annual	500 respondents		33.3 hours
Total (3 years)	1500 respondents		100 hours

FEDERAL COST: The estimated annual cost to the Federal government is 33.3 hrs x \$116.14 technical hourly rate x 3 years = \$11,602.39.

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 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 will be attached as the last page of PDF documents available for download on the OSA website. Upon arriving to the last page, OSA website visitors will have the option to click on a link that will take them to the survey to complete. Clicking on the link anticipating and the survey is completely optional.

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 No