

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

**TITLE OF INFORMATION COLLECTION:** *Central Data Exchange (CDX) Help Desk and Customer Satisfaction Survey*

**PURPOSE:** *To solicit the levels of customer satisfaction of users of the Central Data Exchange Help Desk in order to enhance the Help Desk Service.*

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

**DESCRIPTION OF RESPONDENTS:** *For the help desk survey, respondents will be users of the Central Data Exchange Help Desk that have called in to the Help Desk for assistance. Note that this is a rolling survey conducted throughout the year, not a one-time bulk distribution. For the customer satisfaction survey, respondents will be users of the Central Data Exchange.*

**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
Help Desk Private Sector;	1500 respondents	5 minutes	7500 minutes
Help Desk State, local, or tribal governments	1500 respondents	5 minutes	7500 minutes
Customer Satisfaction Private Sector	570 respondents	6 minutes	3420 minutes
Customer Satisfaction State, local, or tribal governments	570 respondents	6 minutes	3420 minutes
<b>Total (Annual * 3)</b>	<b>12,420 respondents</b>		<b>1,092 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is 50 hrs x \$116.14 technical hourly rate x 3 years=\$17,421.

**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 for the Help Desk Survey**

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?

*Central Data Exchange users that contact the help desk are then sent a link to take the CDX Help Desk Survey.*

### **The selection of your targeted respondents for the Customer Satisfaction Survey**

2. 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?

*A subset of active CDX users are pulled from the CDX user list. This subset is defined alphabetically and contains approximately 3500 users. The alphabetical parameters are shifted each year to reduce burden on the same people from year to year.*

*Example:*

*Year 1 – Users with last name A-D*

*Year 2 – Users with last name E-G*

*Year 3 – Users with last name H-K*

**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

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