

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION:

NPPD Office of Human Capital (OHC) Customer Service Survey

PURPOSE:

The purpose of the NPPD Office of Human Capital (OHC) Customer Service survey is to gauge the level of satisfaction that customers have regarding the quality and effectiveness of the products, programs, or services of OHC. Customer service is about delivering a quality product, effective communication, accountability, portraying a positive attitude, and responding in a timely manner. OHC will make it a priority to provide quality customer service, in a timely manner, anticipate customer needs, and continue to be a value-added consultant while inspiring the highest level of customer trust.

DESCRIPTION OF RESPONDENTS:

Respondents may include but are not limited to employees, managers, leadership, and other DHS, or Federal Government agency staff (either internal or external).

Customers are a key source of valuable information for assessing the extent to which OHC is providing efficient, effective and high quality services. This information can be very useful for assessing and improving programs and services. Although many different methods have to be used to appropriately reach our diverse customer base and to ensure reliable, valid results, OHC has developed a web-based survey tool in Survey Monkey as one method that can be used to collect timely information regarding customer satisfaction with services.

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.

- 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: Lisa Lee, Office of Human Capital, Strategic Planning, Analysis, and Reporting (SPAR)

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

Personally Identifiable Information:

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

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 estimate
Federal Government	n/a	n/a	n/a
Private sector	50/year	.17 Hours (10Minutes)	500 minutes = 8.5 Hours
Totals	50/year	.17 Hours	8.5 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$300/year_____

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

- 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?

Office of Human Capital will use a web-based survey method (Survey Monkey) to assess customer service. An open link to the survey with standard messaging will be included at the bottom of each OHC staff person’s email signature block. All customers (internal or external)

will be able to access the survey tool online via the link to assess the service received. The standard email survey message will be as follows: *Tell us how we are doing. [survey link]* OHC’s Strategic Planning, Analysis, and Reporting (SPAR) Division will conduct qualitative trend analysis of the aggregate data only and develop a summary report of findings every quarter. The quarterly report will be provided to Human Capital managers and leadership, NPPD Director of Management, and respective stakeholders to assist in finding opportunities for ***recognition*** or ***improvement***.

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.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

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. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

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 per row.

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 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.

Submit all instruments, instructions, and scripts are submitted with the request.