

Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 1905-0210)

EIA State Energy Profiles Customer Satisfaction Survey

PURPOSE: The U.S. Energy Information Administration (EIA) seeks to gather the opinions of visitors to its State Energy Profiles (SEP). The purpose of this research is to collect feedback from visitors to improve the navigation, content, and graphics displayed on the SEP. To collect this information, EIA will use an online customer satisfaction survey. The online customer satisfaction survey will gather information from recent visitors to SEP, not affiliated with a State Energy office. The online survey will inform EIA about how visitors to the SEP webpage use the data, as well as determine what improvements EIA needs to make to the SEP webpage to meet the current and future needs of its data users.

DESCRIPTION OF RESPONDENTS: Respondents targeted to participate in this research project will be visitors to EIA’s State Energy Profiles, in particular those who have visited the SEP webpage within the last six months.

Website and URL Address
State Energy Profiles - https://www.eia.gov/state/

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.

Name: Nanda Srinivasan, Director, Office of Survey Development and Statistical Integration
U.S. Energy Information Administration

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 These are statistical records as defined under 5 U.S.C. § 552A(a)(6) maintained for statistical research and not used in whole or in part in making any determination about an identifiable individual. Data will be encrypted when the respondent submits their response to the survey using FIPS 140-2 approved encryption software to protect the PII. The PII will be removed from the survey responses and stored in a separate data user frame file and stored in a restricted access folder.
3. If Yes, has an up-to-date System of Records Notice (SORN) 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 (minutes)	Burden Hours
Online Survey Respondents	1,000	3	50
Totals	1,000		50

ESTIMATE OF RESPONDENT BURDEN HOURS AND COST – The burden to participants is 50 hours and the cost to the participants in this research is estimated to be $(\$73.66 * 50) = \$3,683.00$.

FEDERAL COST: There are no additional costs to the federal government anticipated. Expenses (equipment, overhead, printing, and support staff) will be incurred by EIA components as part of their normal operating budgets.

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

Respondents that will be targeted for this research project will be visitors to EIA’s State Energy Profiles site within the last six months.

EIA will survey 1,000 visitors to EIA’s SEP webpage to collect their feedback. EIA is particularly interested in the opinions of recent visitors to the SEP webpage. EIA plans to have the survey on its website until 1,000 responses are received on the State Energy Profiles survey. The number of responses for the survey is also identified above under Burden Hours. The number of returns will be monitored daily to ensure that EIA does not exceed the response limit for this survey.

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 Qualitative Feedback on Agency Service Delivery”

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.