

SUPPORTING STATEMENT

Part B

Renewal of Generic Clearance for the Collection of Qualitative Feedback on  
Agency Service Delivery

Date: 11/16/2017

United States Access Board

## **B. STATISTICAL METHODS**

Data collection methods and procedures used by the U.S. Access Board (hereafter, "Access Board") or its contractors for information collections under this renewed generic clearance will vary. However, the primary purpose of these collections will be for internal management purposes; there are no plans to publish or otherwise release this information.

### **1. Universe and Respondent Selection**

The activities under this clearance may involve samples of self-selected customers, as well as convenience samples, and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results will not be used to make statements representative of the universe of study, to produce statistical descriptions (careful, repeatable measurements), or to generalize the data beyond the scope of the sample. The specific sample planned for each individual collection and the method for soliciting participation will be described fully in each collection request.

Qualitative surveys are tools used by program managers to change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose. However, because the samples associated with these collections are not selected based on scientific principles, the results cannot be used to generalize from the samples to conclusions about the population of interest as a whole or public generally.

### **2. Procedures for Collecting Information**

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. The Access Board expects to use a variety of methodologies for these collections. For example, the Access Board or its contractors may use commercial survey-specific software to automate the collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated and/or posted on target pages of the agency's web site. Telephone scripts and personal interviews developed with professional guidance, and focus groups moderated by professionals may also be used.

### **3. Methods to Maximize Response**

Information collected under this renewed generic clearance will not yield quantitative findings that can be generalized. It can, however, provide useful customer input.

### **4. Testing of Procedures**

Pretesting may be done with Access Board staff, external professionals, or respondents who are familiar with our programs and services. If the number of pretest respondents exceeds nine members of the public, the Access Board will submit the pretest instrument(s) for review under this renewed generic clearance.

## **5. Contacts for Statistical Aspects and Data Collection**

The Access Board may use information from statisticians, researchers, or content specialists in the development, design, conduct, or analysis of customer/partner service surveys, as appropriate. This expertise may be obtained from Access Board staff, contractors, or professional research literature on survey methodology. The Access Board will include the name and contact information of statistical experts consulted, as applicable, in information collection requests submitted under this renewed generic clearance.