

B. Collections of Information Employing Statistical Methods

1. Describe the potential respondent universe and any sampling or other respondent selection methods to be used.

The potential respondent universe of these Customer Service Surveys is all persons who visit a Veterinary Services office, Animal Import Center, or land or sea port, or use any of the programs or services provided. Customers who visit one of these locations will receive a paper survey, to be tracked by that office. In addition to the paper survey, specific offices will be given a specific link to their electronic surveys created in SurveyMonkey (responses can be given anonymously). Office officials will copy the link and place it in their signature block so they can reach customers who may not be able to physically come in to the office.

Sampling will be a “convenience” sample, consisting of persons who use VS services and who are willing to fill out a survey form. Only one survey per customer will be collected. Sampling will be limited to a time period determined by each office which uses the survey, not to exceed 3 months periods.

2. Describe the procedures for the collection of information including:

Statistical methodology for stratification and sample selection:

Only those persons using VS import-export services will be sampled and the sample will not be stratified. This survey is designed to collect information concerning beliefs and opinions, and comparative studies will not be made. The sample will be conducted by convenience and resulting information will be compiled into a statistical analysis; specifically, percentages. The information will be examined by VS managers to discover methods of improving service delivery.

Degree of accuracy needed:

The degree of accuracy is not applicable because comparison of groups will not be undertaken. All information collected will be used to improve service delivery.

3. Describe methods to maximize response rates and to deal with issues of non-responses:

Response rate will be maximized by making the information collection voluntary and convenient. Each survey is only one page, which should require only 5 minutes to complete. Plus surveys are provided both in paper and electronically and can be completed at the respondents' convenience. Return prepaid postage envelopes are provided upon request.

4. Describe any tests of procedures or methods to be undertaken

The questionnaires were reviewed by VS management and previous surveys were received for success.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contact(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

The following individuals coordinated the statistical aspects of this design:

Demille Richardson
Program Analyst
Office of the Associate Deputy Administrator
National Import Export Services, Veterinary Services
4700 River Road, Riverdale, MD 20737
301-851-3438
Demille.Richardson@aphis.usda.gov

Laura Blanton
Chief of Staff
National Import Export Services, Veterinary Services
4700 River Road, Riverdale, MD 20737
301-851-3360
Laura.M.Blanton@aphis.usda.gov

The data will be collected by VS veterinary medical officers, export document examiners, port officers, and VS animal health technicians across VS. The data will be either electronically entered into a survey software program or mailed to a regional point of contact.

Ms. Richardson will serve as the contact person for the survey initiative, and will also analyze the data.