

SUPPLEMENTAL QUESTIONS PART B
U.S. Department of Commerce
National Oceanic & Atmospheric Administration
DOC/NOAA Customer Surveys
NOAA IT Customer Surveys
OMB Control No. 0648-0342

COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

- 1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g. establishments, State and local governmental units, households, or persons) in the universe and the corresponding sample are to be provided in tabular form. The tabulation must also include expected response rates for the collection as a whole. If the collection has been conducted before, provide the actual response rate achieved.**

For each survey, the universe consists of federal employees, contractors, and affiliates with a noaa.gov email address who use NOAA information, services and/or products. Customers are surveyed upon receipt of NOAA IT services and/or products. The annual IT customer satisfaction survey is directed to all users with a noaa.gov email address.

No claims are made that the respondents to each survey are statistically representative of their universes; however, all respondents are actual users of the information, products and/or services and thus their responses are considered seriously.

- 2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

There is no statistical sampling to be conducted based on the responses. All responses will be documented and reviewed to develop future strategies and actions.

Periodic Data Collection Cycles The annual IT customer satisfaction survey will be sent once, annually, to all email participants, while the other IT customer satisfaction surveys will be sent upon resolution of any helpdesk inquiries.

- 3. Describe the methods used to maximize response rates and to deal with nonresponse. The accuracy and reliability of the information collected must be shown to be adequate for the intended uses. For collections based on sampling, a**

special justification must be provided if they will not yield "reliable" data that can be generalized to the universe studied.

The surveys will be sent to participants via email. Follow-up emails will be used to maximize response rates with no more than three reminder emails sent to each participant.

- 4. Describe any tests of procedures or methods to be undertaken. Tests are encouraged as effective means to refine collections, but if ten or more test respondents are involved OMB must give prior approval.**

Drafts of the surveys were tested with five federal employees who provided feedback on the content and clarity of the questions and the time to complete each survey. Where appropriate, their suggestions were incorporated in the final surveys.

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

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