

B. 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.

This information collection submission is a generic (umbrella) clearance for Customer Satisfaction data collections. The individual information collections to be conducted under this generic clearance relate to a broad range of subjects including training, conferences, help desk assistance, and standards material customers. Therefore, the potential respondent universe includes members of the public, state and local governments, universities, private companies, non-profit organizations, etc. No sampling will be done for any of the information collections under this generic approval.

Responses are expected to be 120,000 annually, with an average response time of 10 minutes per response, resulting in approximately 15,000 burden hours annually.

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.

Some information collections may be posted on NIST public facing websites, while some information collections may be emailed to potential respondents for completion. Other collections may be provided to respondents in person, such as at the end of a training session or conference. NIST will, whenever possible, offer respondents the use of electronic collection methods to include fillable, fileable responses. There will be no sampling. Collected responses will be received by the program officials conducting the information collection for review of the responses.

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.

As there is neither a census nor sampling, there will be no claims that the data is representative. However, all feedback will be reviewed and considered.

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.

As the collections under this approval are basic collections related to customer satisfaction, tests of the procedures or methods are not done.

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.

There is no statistical design. The contacts for each collection are as follows:

Information Collection	Organizational Unit	Contact Name	Contact Phone
Balance Scorecard Survey for Conference and Training Attendees	Public Affairs Office	Mary Lou Norris	301-975-2002
NVLAP Assessor Questionnaire	Standards Coordination Office	Bethany Hackett	301-975-6113
NVLAP Accreditation Services Customer Survey	Standards Coordination Office	Bethany Hackett	301-975-6113
Sensor Science Division Short Course Evaluation	Physical Measurement Laboratory	Ben Tsai	301-975-2347
IT Assistance Center Customer Satisfaction Measurement	Office of Information Systems Management	Rachel Glenn	301-975-2906
Office of Weights and Measures Customer Satisfaction Survey	Physical Measurement Laboratory	Isabel Chavez	301-975-2128
OISM BSD Collection	Office of Information Systems Management	Dana Ni	301-975-5253
CBS Classroom Training	Office of Information Systems Management	Dana Ni	301-975-5253
CBS Webinar Training	Office of Information Systems Management	Dana Ni	301-975-5253
Standard Reference Materials (SRM) Customer Satisfaction	Material Measurement Laboratory	Tracy Hayat	301-975-2092

Data Collections			
Calibrations Customer Satisfaction Report Card	Physical Measurement Laboratory	Greg Strouse	301-975-4803
NIST, ODI, Standard Reference Data – Customer Satisfaction Data Collection	Material Measurement Laboratory	Sherena Johnson	301-975-2207
Baldrige Examiner Training – Transportation Collection	Baldrige Performance Excellence Program	Dawn Bailey	301-975-3074
Baldrige Performance Excellence Program (BPEP) Conference – Information Collection	Baldrige Performance Excellence Program	Dawn Bailey	301-975-3074
NIST Standards Education Workshop for Grantees	Standards Coordination Office	Patrice Boulanger	301-975-3882