

Requested Item



U.S. Department of State

Draft

Closed

Number

Requested By

Requested For

Assignment Group

State

Stage

Created

Assigned To

Short Description

Notes:

PLEASE UPDATE:

Routing Instructions

The structure of forms in myData has been standardized. Refer to the instructions below for how to submit a request, or, if action from another user is required, how to route your request. Please be advised that some of the standard fields will not be applicable on every request and require no action.

- If you are the only user filling out the form, click 'Close' after providing your information to close and complete the request.
- If additional users need access to the form, or you need to edit the form later, click 'Save'. This will keep the request in a draft, writable status and allow additional updates to be made.
- To route your request to another user, enter the user's name in the 'Assigned To' field at the top of the form and then click 'Save.' Use the 'Notes' field to provide any additional information or instructions.
- When a request is routed, the system will send an email notification to the assignee informing them of the request for further action. When all users have completed their updates, the request can be closed by the last person to take action on the request by clicking the 'Close' button.
- Only one user can access the request at a time. If the form requires input from more than one additional user, repeat the steps above to route the request to each respective user by including their name(s) in the 'Assigned To' field and updating the 'Notes' accordingly.

Notes

Assigned To

Note: This form is routed to the person listed above and will not automatically route to your supervisor. If needed, update the individual listed in the above field for this form to be routed correctly.

Add Users to Watch List - [Provides access to view this request, and receive email updates]

Instructions

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.

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.

Number of Respondents: Provide an estimate of the number of respondents.

Participation Time: Provide an estimate of the number of respondents.

Burden: Provide the Annual burden hours: Multiply the Number of responses by the participation time, and then 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.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Title of Information Collection

Customer Feedback Kiosk

Purpose

The Department of State, Office of Passport Services is conducting a customer survey for customers who apply for their passport in person at passport agency

Description of Respondents

Passport applicants who wish to provide feedback about their experience while visiting passport agencies

Type of Collection:

Small Discussion Group

(if other)

Feedback Kiosk Survey

Certification

I certify the following to be true:

The collection is voluntary.

The collection is low-burden for respondents and low-cost for the Federal government.

The collection is non-controversial and does not raise issues of concern to other Federal agencies.

The results are not intended to be disseminated to the public.

Information gathered will not be used for the purpose of substantially informing influential policy decisions.

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 (Last, First, MI)

Benjamin Jazavac

Title

Program Analyst



Jazavac, Benjamin certified this section of the form on 10-24-2019.

Signature

Jazavac, Benjamin

Date

10-24-2019

To Assist Review, Please Provide Answers to the Following Questions.

Personally Identifiable Information

Is personally identifiable information (PII) collected?

No

If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?

If Applicable, has a System of Records Notice been published?

No

Gifts or Payments

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

No

Burden Hours

ds_4183_burdenhours

```
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```

Totals - Number of Respondents

650000

Totals - Participation Time (Minutes)

.10

Totals - Burden Hours

1083.33

Federal Cost

The estimated annual cost to the Federal government is

\$120,000

If You Are Conducting a Focus Group, Survey, or Plan to Employ Statistical Methods, Provide Answers to the Following Questions

The selection of your targeted respondents

If the answer is yes, please provide a description of both below (or attach the sampling plan). If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

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?

No

Administration of the Instrument

How will you collect the information (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

(if other) Explanation

Will interviewers or facilitators be used?

No

Please Make sure that all Instruments, Instructions, and Scripts are Submitted with the Request.

IRMOPSENM Final Task

other

OSDBU Analyst Final Task

other

Archive Flag

More Info 1910

Approval

Requested

2nd_1910_Co_Chk

Migrated