

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: Agency ODEO Customer Feedback Survey

PURPOSE: In supporting NASA’s mission success, NASA’s Office of Diversity and Equal Opportunity partners with internal and external stakeholders to achieve the following goals:

Goal 1. Empower and advance NASA as a leader and model Agency for Diversity and Inclusion.

Goal 2. Empower and advance NASA as a leader and model Agency for Equal Employment Opportunity.

Goal 3. Promote External Civil Rights Compliance in NASA-funded science, technology, engineering, and mathematics and other related programs.

In order to meet these goals, NASA’s Office of Diversity and Equal Opportunity has the following general responsibilities:

- Leadership on **Diversity and Inclusion (D&I)** policies and practices, and provision of D&I training and other services — helping NASA organizations recruit, hire, engage, empower, and retain the best possible talent, and helping the variety of individuals and organizations at NASA work together most effectively.
- Leadership on **Equal Employment Opportunity (EEO)** policies and practices, and administration of EEO complaint and Alternative Dispute Resolution processes — to promote and protect work fairness and equitableness at NASA, and to mitigate risk of employee disengagement and legal non-compliance.
- **Data and Analytics** to assess the health of organizational D&I and Equal Opportunity, inform NASA’s policies and practices, and evaluate program effectiveness.
- Partnership with internal and external stakeholders to promote **External Civil Rights Compliance** – specifically, anti-discrimination in Science, Technology, Engineering, and Mathematics (STEM) institutions (e.g., universities and other research organizations) that receive Federally-funded assistance from NASA – helping NASA to promote and protect STEM for Aeronautics, Space, and Science.

The services we provide our customers is critical to carrying out our responsibilities and meeting our goals for which we currently have no established means to evaluate effectiveness.

As such, the purpose of the survey is to obtain customer feedback on the level of technical assistance demonstrated and customer service provided by ODEO. We intend to administer the survey annually merely to assess customer experience to ensure we are meeting customer expectations.

DESCRIPTION OF RESPONDENTS:

Respondents include NASA employees and other government agencies that contact ODEO.

TYPE OF COLLECTION: (Check one)

- | | |
|-----------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. 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: Nicole E. Lassiter

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government (NASA Civil Servants)	100	3 minutes	5 hours
Federal Government (Civil Servants, other agencies)	20	3 minutes	1 hour
Totals	120		6 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$305.94 at \$50.99/user/hour for 120 survey users.

Average salary obtained from the Department of Labor for Administrative Services Managers: <https://www.bls.gov/oes/current/oes113011.htm>.

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

1. 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?
[] Yes [X] No

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?

Respondents are NASA ODEO full time employees (75 employees) across all ten NASA Centers. We will email all onboard full time employees within ODEO with a link to the survey in hopes of receiving a 50% response rate. Source for ODEO employees: id.nasa.gov is the “source of record” for identity information.

Additional respondents will be NASA employees from other organizations outside of ODEO and other government agencies that contact ODEO for technical assistance. The e-mail request for ODEO technical assistance is the source of record for identity information.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media
[] Telephone
[] In-person

- Mail
- Other, Explain

<https://keysurvey.hq.nasa.gov/f/331859/1562/>

2. Will interviewers or facilitators be used? Yes No

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