

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

TITLE OF INFORMATION COLLECTION: NASA Headquarters (HQ) Support Services Satisfaction Survey

PURPOSE: The Facilities and Emergency Services Division (FESD) provides several services for NASA Headquarters employees. This survey will be used to gauge feedback from customers after service was requested and completed. The feedback from the survey will be used to better enhance customers’ experiences in the future.

DESCRIPTION OF RESPONDENTS:

NASA Headquarters employees (civil servants and contractors) who have received services from the Facilities and Emergency Services Division and who choose to take the survey and give feedback.

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: Rebecca Bythewood

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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector (NASA HQ Contractors)	1,942	3 minutes (1/20 hour)	97.1 hours
Federal Government (NASA HQ Civil Servants)	1,277	3 minutes (1/20 hour)	63.85 hours
Totals	3,219		160.95 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$4,828.50 at \$30/user/hour for 3,219 [100% response rate] survey users [multiplied by the burden] 160.95 x \$30 = \$4,828.50.

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 No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

Potential respondents will be Headquarters employees (3,219 employees) who have received services from the Facilities and Emergency Services Division. We will administer the survey through a link that has been provided through Key Survey. We will email 100% of individuals who received a service from FESD in hopes of receiving a 25% to 30% response rate. Source of Headquarters employees: IdMAX – that’s the “source of record” for identity information at NASA.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain: Headquarters employees will be emailed a link to complete the survey in Key Survey: <https://keysurvey.hq.nasa.gov/f/331939/f142/>
2. Will interviewers or facilitators be used? Yes No