

Request for Approval under the “Generic Clearance for Collection of Qualitative Feedback on SBA Service Delivery” (OMB Control Number: 3245-0398)

TITLE OF INFORMATION COLLECTION: SBIC WEB Users’ Feedback Session

PURPOSE:

The U.S. Small Business Administration (SBA) is working to replace the SBIC-WEB platform. SBA recently contracted Backstop Solutions Group to develop a new webform to replace SBIC-WEB. SBIC-WEB is the legacy data portal for the SBIC program. In order to ensure the new webform development process is effective, the web developers need to gather information on current uses, challenges, and observations of the legacy SBIC-WEB data tool used for mandated data submission and reporting activities. The data gathered will inform SBA’s new webform/platform development relative to mandated data submission and reporting requirements.

DESCRIPTION OF RESPONDENTS:

Current SBIC-WEB-authorized users willing to provide voluntary feedback.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Cory Custer

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
Private Sector (SBIC-WEB-authorized users, including SBIC officers, owners and the SBIC’s 3 rd party representatives such as accountants or attorneys who are currently authorized to access SBIC-WEB by that SBIC.)	100	60 Minutes	100 Hours
Totals	100	60 Minutes	100 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$822.62

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

We are not conducting a focus group, survey and do not plan to employ statistical methods.

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?

SBIC-WEB-authorized users, including SBIC officers, owners and the SBIC’s 3rd party representatives such as accountants or attorneys who are currently authorized to access SBIC-WEB by that SBIC will be offered this opportunity. Voluntary participation will be offered to individuals meeting this description by their assigned SBA financial analyst.

Administration of the Instrument

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

Will interviewers or facilitators be used? [] Yes [] No

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

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

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. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

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 per row.

No. of Respondents: Provide an estimate of the Number of Respondents.

Participation Time: Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time 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.