

**Supporting Statement B for Paperwork Reduction Act Submission
3090-0278 – National Contact Center Customer Evaluation Survey**

B. Collections of Information Employing Statistical Methods

1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used.

The USA.gov Contact Center receives about 500,000 calls per year, mostly by unique individual callers. Up to twelve percent will be surveyed. Callers are offered the opportunity to voluntarily participate two days after their contact with us. Telephone agents reach out to our callers on weekday evenings until a quota of completed surveys is reached.

The NCC receives about 50,000 emails per year and about 25,000 chats per year. All email and chat customers will be offered the Web survey. Of those, approximately 3.5%, or 2,500 people, will actually complete the survey.

Universe (annual):

Phone Survey	Web Survey (Email & Chat)	Total
500,000	75,000	575,000

Expected Response Rate:

Phone Survey (Automated Message and Agent)	Web Survey (Email & Chat)
12%	8%

Approximate annual expected responses:

Phone Survey (Automated Message and Agent)	Web Survey (Email & Chat)	Total
6000	6,000	12,000

2. Describe the procedures for the collection of information.

The survey estimates are based on actual response rates of previous collections. A high degree of accuracy is not necessary for the purposes described in the justification. We do not foresee any unusual problems that would require specialized sampling procedures. However, we may change our sampling percentage if we experience significant changes in the inquiry volume or participation rate. We do not anticipate the use of periodic (less frequent than annual) data collection cycles to reduce burden.

3. Describe methods to maximize response rates and to deal with issues of non-response.

In order to maximize response rates and to deal with issues of non-response, we encourage the completion of the surveys by giving our reasons for offering them, by providing an estimated completion time, and by pledging that all responses are secure and protected.

4. Describe any tests of procedures or methods to be undertaken.

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We only test our surveys to ensure that they are functioning properly. The testing is done by government officials and has no impact on our customers.

5. Provide the name and telephone number of individuals consulted on 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.

No individuals were consulted on statistical aspects of the design. David Kaufmann and Diane DeVera of the Contact Center Services Division of USA.gov will analyze the information for GSA. Contractor Amy Brenner of Convergys (513-784-6429) will analyze data for Covergys.