Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: DoD Hearing Center of Excellence Customer Satisfaction Survey

PURPOSE: To understand how customers perceive the performance of the Hearing Center of Excellence (HCE) in terms of satisfaction with the organization as a whole, responsiveness to requests, and an evaluation of the quality of specific products/services that HCE provides.

DESCRIPTION OF RESPONDENTS: Any customer or stakeholder with whom we have interacted, including the Department of Defense, Department of Veterans Affairs, other governmental organizations, and collaborators in academia or industry.

TYPE OF COLLECTION: (Check one)			
[] Customer Comment Card/Complaint Form [] Usability Testing (e.g., Website or Software [] Focus Group	[X] Customer Satisfaction Survey[] Small Discussion Group[] Other:		
CERTIFICATION:			
I certify the following to be true:			
1. The collection is voluntary.			
. The collection is low-burden for respondents and low-cost for the Federal Government.			
3. The collection is non-controversial and does <u>not</u> raise issues of concern to other federal			
agencies.			
4. The results are <u>not</u> intended to be disseminated	d to the public.		
5. Information gathered will not be used for the policy decisions.	ourpose of <u>substantially</u> informing <u>influential</u>		
6. The collection is targeted to the solicitation of	he collection is targeted to the solicitation of opinions from respondents who have		
experience with the program or may have expe	erience with the program in the future.		
Name:_Elsa Granato			
To assist review, please provide answers to the following question:			

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? [] Yes [X] 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	Participation	Burden
	Respondents	Time	
Individuals or households	100	3 minutes	5
Federal government	400	3 minutes	20
Totals	500		25
			hours

PUBLIC COST: The estimated annual cost to the public is _\$181.25

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?

The survey will gather a convenience sample from customers/stakeholders that interact with the organization via email, website, social media, or at conferences. Only those that interact with the organization using these methods will be offered the survey.

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
2.	Will interviewers or facilitators be used? [] Yes [X] No