

**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: MEPS Customer Satisfaction Survey

PURPOSE:

USMEPCOM, with headquarters in North Chicago, IL, is a jointly staffed command with Department of the Army civilians and military from all five branches of service. The Command, through its network of 65 Military Entrance Processing Stations (MEPS), determines whether applicants for military service are qualified for enlistment based on standards set by each of the Services. The MEPS are in the service business and applicants are USMEPCOM’s most important customers. This information collection requirement for MEPS CSS is necessary to aid the MEPS and USMEPCOM in evaluating the effectiveness of current policies and core processes, identifying unmet customer needs, and allocating resources more efficiently. It also provides the applicant with immediate feedback, if desired. USMEPCOM as a joint DoD component providing red carpet service (including this survey) in support of advertising and marketing the enlistment process to applicants of the Armed Forces.

DESCRIPTION OF RESPONDENTS:

USMEPCOM Regulation 601-23, Enlistment Processing, directs the information collection requirement for all 65 Military Entrance Processing Stations to obtain timely feedback from military applicants on MEPS core processes.

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: Brandon Kim

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 [x] No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [x] 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
Individuals/Households	75,000	10 min	12,500 hours
Totals	75,000	10 min	12,500 hours

PUBLIC COST: The estimated annual cost to the public is \$90,750

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?
[x] Yes [] 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 targeted respondents are applicants for military service. They must be on site to complete the survey at one of the 65 Military Entrance Processing Stations (MEPS). All MEPS possess two dedicated computer terminals to administer the survey, and the automated collection technique minimizes administration time of personnel.

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

2. Will interviewers or facilitators be used? Yes No