

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION: CQA Debriefing Focus Groups

PURPOSE: To gather feedback about how well or poorly the 2020 Census call center operation went. Topics include logistics and hiring, training, calls, usability of interfaces, and COVID-19 health and safety procedures.

DESCRIPTION OF RESPONDENTS: CSRs (Customer Service Representatives) with the CQA call centers. These are the people who took the calls. They are not federal employees, but are special sworn.

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form

Customer Satisfaction Survey

Usability Testing (e.g., Website or Software)

Small Discussion Group

Focus Group

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 as official statistics, but may be presented at research or methodology conferences to inform ongoing research.
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: Beth Nichols

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
Federal Government [CSRs]	162	1.5 hours	243 hours
Totals			243 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0

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)? 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?

We are working with each center, and they are selecting the Census call center representatives for each group.

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: We plan to conduct these using Skype For business video/phone conferencing.

2. Will interviewers or facilitators be used?

Yes No

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.

Every instrument must have the following displayed -

OMB Control No. 0690-0030

Expiration Date: 07/31/2023