Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2900-0770)

TITLE OF INFORMATION COLLECTION:
STEMText Customer Satisfaction Survey

PURPOSE:
In November 2020, VA launched STEMText, an innovative pilot program for the Edith Nourse Rogers STEM Scholarship. VA use STEMText to communicate with Rogers STEM Scholars about their Rogers STEM Scholarship benefits through text messages transforming the claims experience. STEMText is integrated with VA's education service claims system, improving the experience and processing of benefits for Rogers STEM Scholars.

STEMText allows Rogers STEM Scholars to easily receive updates about their VA STEM Benefits and to verify their monthly attendance to quickly receive housing allowance. Rogers STEM Scholars receive an opt-in message to their primary phone number. The respondents opt in by responding "yes" within 7 days of the message receipt. Individuals who opt-in may verify their school attendance each month via text message, which allows VA to more quickly process their housing payment.

VA seeks to survey the STEM scholars that have chosen to opt-in to STEMText. The survey is designed to ask Rogers STEM Scholars to provide feedback about their experience with STEMText in the form of an online survey. Also STEM scholars may provide personal stories about their STEMText experience, if interested.

This feedback will provide insights into the stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. This collection will allow for ongoing, collaborative and actionable communications between VA and the STEM scholars. It will also allow feedback to contribute directly to the improvement of the STEM program management.

DESCRIPTION OF RESPONDENTS:

VA will target all 730 STEMText users that have chosen to opt-in to the STEMText service and received an attendance verification text in December of 2020.

TYPE OF COLLECTION: (Check one)

[ ]   Customer Comment Card/Complaint Form   [X] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:_____Schnell Carraway_____

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 *(sample calculation in grey)*

Category of Respondent	No. of Respondents	Participation Time (× minutes =)	Burden (÷ 60 =)
Individuals & Households	**730**	**5 mins**	**60.83 hours**
VA Form:			
Totals	**730**	**3,650 mins**	**60.83 hours**

Because the respondents are students, we have used the minimum wage: 60.83 hours * ($7.25/hour)= $456.23.

FEDERAL COST: This is a one-time collection per STEM Scholar. The marginal cost of this collection to VA is de minimis.

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

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?

- VA will target all 730 STEMText users that have chosen to opt-in to the STEMText service and received an attendance verification text in December of 2020. VA currently tracks all STEM participants that have opted-in to this service, VA will utilize this list for 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

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 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 responses and the participation time and 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.

Submit all instruments, instructions, and scripts are submitted with the request.