

**Request for Approval Under the “Generic Clearance for the Collection
Qualitative Feedback on Agency Service Delivery” (OMB Control Number:
3041-0148)**

TITLE OF INFORMATION COLLECTION:

Questionnaire for Soliciting Feedback on CPSC Regulatory Robot

PURPOSE:

To set up a permanent feedback mechanism for a new information product: the CPSC Regulatory Robot (the “Robot”).

The Robot assists small businesses and individuals seeking guidance in identifying regulations that apply to their consumer product(s). From input provided by the user, the Robot produces a report with guidance that can be downloaded. After the Robot completes the task (and once the report is downloaded), we propose including a link to a voluntary feedback questionnaire that would be a permanent Web page, such as www.cpsc.gov/robot/feedback. This page would not be a popup. CPSC is pursuing this approval for feedback from the Robot’s relevant stakeholders/users. The feedback will allow CPSC to adjust and correct the Robot, as needed. Seeking stakeholder/user input aligns with the agency’s draft strategic goals, which include ensuring that stakeholders receive useful information that will inform their decision making. The feedback mechanism would assist CPSC staff in our efforts to ensure that the guidance information is, in fact, “useful” to our stakeholders.

Our proposed questions are as follows:

Question 1: Based on your most recent experience, please rate the usefulness of the Regulatory Robot? [Scale of 1-10 (1 = Not at all useful, 10 = Extremely useful)]

Please tell us about your experience with the Regulatory Robot.

Question 2: What did we do well in designing the Regulatory Robot to meet your needs?

Question 3: What are your suggestions for how we can improve the Robot to meet your needs?

Question 4: Which of the following *best* describes you or your organization? (Choose one)

Manufacturer (Large)	Distributor	Government (Domestic/Foreign)
Manufacturer (Mid-Size)	Retailer	Association (Trade/Consumer)
Manufacturer (Small)	Attorney/Consultant	Other _____

Manufacturer (Micro/Small Batch)	Testing Laboratory	
Importer	Consumer	

Example of Question 1 format from a for-profit website:

Feedback for GoToMeeting

Please share your thoughts with us!

Based on your most recent experience, how likely are you to recommend GoToMeeting to a friend or colleague?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely Extremely likely

Please explain the primary reason for your rating.

DESCRIPTION OF RESPONDENTS:

Respondents are individuals who will use the CPSC Regulatory Robot. They will be asked at the end of the Robot to provide feedback on their experience and the usefulness of the resource.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (*e.g.*, Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion 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 noncontroversial 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 to substantially inform influential policy decisions.

- 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: SHELBY MATHIS

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- If Applicable, has a System or Records Notice 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
Private Sector	500	4 minutes	33 hours
Totals			

FEDERAL COST: The estimated annual cost to the federal government is = \$ 1,694

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

- 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?

Individuals who use the Robot will be asked to submit their feedback. Only individuals who complete the Robot such that a report is produced will be asked to respond to this feedback questionnaire.

Administration of the Instrument

- 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