

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)**

Req-20

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**TITLE OF INFORMATION COLLECTION:** Real Estate Sales Survey

**PURPOSE:** The purpose of the survey is to gather feedback from bidders on the auction they just participated in once the auction closes. This survey will help GSA's Office of Real Property Utilization and Disposal (RPU&D) determine how best to market properties based on how bidders found out about the auction, what their motivation was in bidding, how experienced they are with online auctions and how hands on they were in the property inspection process. The survey will also help RPU&D identify strengths and areas for improvement on both the auctions site as well as our internal business processes.

**DESCRIPTION OF RESPONDENTS:** The survey will be sent to respective bidders and winner that is associated with each particular auction.

**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.

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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  
SORN GSA/CIO-3, which covers Qualtrics

PII collection is voluntary. We ask respondents whether they would like to be contacted to discuss the responses they gave in the survey. If they respond yes, they are prompted to provide

first name, last name, email address, and telephone number of which all fields are voluntary. The information will be stored in the IT Security approved instance of Qualtrics for three years and then will be deleted from the system.

**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
Bidders	400	3 minutes	20 hours
<b>Totals</b>	400	3 minutes	20 hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$ 148.

**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?

Target respondents are bidders who participated in a particular auction of property. A hyperlink will be created and Realty Specialists will send an email to the winner and all losers via a mass email function within GSA Auctions. In the future, FAS developers are going to make that an automated process so the same email would go out automatically as soon as the auction closes.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - Web-based** or other forms of Social Media (**via Qualtrics Survey Software**)
  - Telephone
  - In-person
  - Mail
  - Other, Explain **Email**
- Will interviewers or facilitators be used?  Yes  No