

**SUPPORTING STATEMENT
FOR PAPERWORK REDUCTION ACT SUBMISSION
Generic Clearance for the Collection of Qualitative Feedback on CEQ Stakeholder
Engagement**

OMB Control Number: _____, CEQ ICR Number: _____

Part B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

Data collection methods and procedures will vary; however, the primary purpose of these collections is to improve service delivery; public sharing of this data is limited to the context described in Supporting Statement A.

1. Universe and Respondent Selection

The activities under this clearance may involve samples of self-selected members of the public, convenience samples, and quota samples. CEQ will select respondents either to cover a broad range of the public or to include specific characteristics related to certain products or services.

CEQ will not use results to make statements representative of the universe of study, produce statistical descriptions (careful, repeatable measurements), or generalize the data beyond the scope of the sample. Each information collection request will describe fully the specific sample planned for each individual collection and the method for soliciting participation.

Qualitative research interviews and surveys are tools used to change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

The samples associated with this collection are not subjected to the same scrutiny as scientifically drawn samples as they are not meant to be interpreted similarly.

2. Procedures for Collecting the Information

Data collection methods and procedures will vary, and CEQ will provide the specifics of these with each collection request. CEQ expects to use a variety of methodologies for these collections. For example, CEQ or its contractors may use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated or posted on target pages of CEQ's web site, including those hosted by another Federal agency on behalf of CEQ. CEQ also may use telephone scripts, personal interviews, and focus groups with professional guidance or moderation.

3. Methods to Maximize Response Rates and To Deal with Statistical Issues of Non-Response

Information collected under this generic clearance will not yield generalizable quantitative findings; it can provide useful input from the public. The use of the government-wide standard feedback measures and recommended methods for implementing (asking no more than 15 questions, including up to 2 free response, asking these questions as close to the transaction as possible) are aimed at increasing response rates of feedback surveys.

4. Tests or Procedures

Pretesting may be done with internal staff, a limited number of external colleagues, or customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, CEQ will submit the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects of Data Collection

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when appropriate. This statistical expertise will be available from agency statisticians or from contractors, and CEQ will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.