

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” – OMB Control Number: 1653-0050

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**TITLE OF INFORMATION COLLECTION:** Student and Exchange Visitor Program (SEVP)/ Field Representative (FR) Feedback Form

**PURPOSE:**

The Student and Exchange Visitor Program (SEVP) is the principal mechanism for proactively delivering regional, state, and local on-site assistance for our stakeholders in the performance of their SEVP-related responsibilities. The Field Representative Unit (FRU), within SEVP, serves as a conduit to increase dialogue and deliver services to SEVP’s stakeholder communities. In response to Executive Order 12862, “Setting Customer Service Standards,” the FRU developed a customer service feedback survey. The responses to the proposed questions will be used as input for improving the dialogue between stakeholders and SEVP, as well as the services delivered. The field representative will provide a link to web-based form at the conclusion of a school visit.

**DESCRIPTION OF RESPONDENTS:**

The respondents of this survey will consist of Designated School Officials (DSO) within the academic communities that we support throughout the United States and its territories. Given the nature of the feedback, it is imperative that we collect the name of the stakeholder completing the survey as well as their assigned FRU representative, in order to assess the expertise and professionalism provided to the specific stakeholder and to improve the dialogue and services where needed.

**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.
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: James  
Hicks

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	Participati on Time	Burd en
Private Sector	3353	15 minutes	838
<b>Totals</b>			

**FEDERAL COST:** The estimated annual cost to the Federal government is \$3000. Management of the FRU survey is part of a larger system therefore the estimate is associated with the management, data analysis, and subsequent user experience enhancements of the web-based collection.

**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?

- SEVIS is the internet-based system where DHS maintains information on SEVP-certified schools, as well as international students who come to the United States to study in F or M status and attend those schools. SEVIS also maintains the name and contact information of designated school officials who update and maintain student information in SEVIS.
- The sampling plan for selecting from this universe is to disseminate the customer satisfaction survey to all designated school officials at the SEVP-certified schools, who have international students attending their programs in F or M status.

### **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
2. Will interviewers or facilitators be used?  Yes  No