## Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1615-0121)

**TITLE OF INFORMATION COLLECTION:** Verification Division Customer Service Surveys (Qualtrics)

**PURPOSE:** The purpose of the Qualtrics surveys is to collect customer feedback, understand the customer experience, evaluate the customer journey, and make improvements in communicating the Form I-9, SAVE, E-Verify, and myE-Verify programs through our public websites and authenticated web applications.

**DESCRIPTION OF RESPONDENTS**:

**Public Websites:**

* [**www.uscis.gov/i-9-central**](http://www.uscis.gov/i-9-central) and [**www.e-verify.gov**](http://www.e-verify.gov) respondents are employers and employees who use the website to learn about employment verification;
* [**www.uscis.gov/save**](http://www.uscis.gov/save) respondents are members of benefit granting agencies who use the website to learn about electronic immigration status verification; and [**www.e-verify.gov/mye-verify**](http://www.e-verify.gov/mye-verify) respondents are members of the public who use the website to learn about protecting their identity, tracking E-Verify cases, rights and confirm employment eligibility.

**Authenticated Web Applications:**

* [**https://e-verify.uscis.gov**](https://e-verify.uscis.gov/) respondents are authenticated E-Verify employers who are looking to confirm employment eligibility of their employees.
* [**https://myeverify.uscis.gov**](https://myeverify.uscis.gov/)respondents are authenticated myE-Verify users who are looking to confirm their own employment eligibility.
* [**https://uscis.gov/save**](https://uscis.gov/save/register-for-save)respondents are authenticated SAVE users, federal, state, tribal, or local benefit granting agencies, who are looking to verify a benefit applicant’s immigration status or naturalized/derived citizenship.

**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 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: Cynthia Ramsay

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No [x] N/A
3. 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 [x] No

**BURDEN HOURS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category of Respondent** | **Survey Name** | **No. of Respondents** | **Participation Time** | **Burden** |
| Employers | I-9 Central Qualtrics Website Survey | 3,500 | 0.10 | 350 |
| Employees | 1,500 | 0.10 | 150 |
| Individuals or Households | SAVE Qualtrics Website Survey | 500 | 0.10 | 50 |
| State, local, or tribal governments | 1,500 | 0.10 | 150 |
| Employers | E-Verify.gov Qualtrics Website Survey | 3,500 | 0.10 | 350 |
| Employees | 1,500 | 0.10 | 150 |
| Employers | E-Verify App Qualtrics Survey | 2,000 | 0.10 | 200 |
| Employees | myE-Verify App Qualtrics Survey | 500 | 0.10 | 50 |
| State, local, tribal, or federal government | SAVE App Qualtrics Survey | 1,000 | 0.10 | 100 |
| **Totals** |  | **15,500** |  | **1,550** |

**FEDERAL COST:** The estimated annual cost to the Federal government is **$231,733.54**.

**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 [x] 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?

Qualtrics randomly selects visitors of the sites with surveys based on the settings assigned. Survey setting allows us to indicate a desired percentage for launching (sample size) the question up of 100% of visits. It also allows us to set a repeat frequency of survey for returning users. The survey repeat frequency can be set to hourly, weekly, or monthly. Survey sample size, as well as repeat frequency, will be changed from time to time to address the USCIS Verification Division needs.

**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

1. Will interviewers or facilitators be used? [ ] Yes [x] No