

Request for new submission under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Services Delivery”

(OMB Control Number: 1103-0117)

TITLE OF INFORMATION COLLECTION: Criminal Justice Information Services (CJIS) Division Customer Satisfaction Feedback

PURPOSE: To collect feedback on content delivered during a Criminal Justice Information Services (CHS) Division 101 overview. The information received will be used to determine the level of CJIS services knowledge, and to provide feedback to improve future service delivery of content.

DESCRIPTION OF RESPONDENTS: Criminal Justice Agencies to include federal, state, local and tribal law enforcement agencies.

TYPE OF COLLECTION: (Check one)

- | | |
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| <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: <u>(please describe)</u> |

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: Kimberly Spellman

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

Note: for any privacy related questions regarding your collection, please contact your component’s Senior Component Official for Privacy or the Office of Privacy and Civil Liberties.

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

If answering yes, you will also need to describe the incentive and provide a justification for the amount.

BURDEN HOURS:

In the provided table, list the following information in each row for the type or respondent for the collection and provide total figures at the bottom for the number of respondents, participation time, and burden.

- Category of respondent – Provide the type or category of individual who will respond to your collection from the following list:
 - o Individuals or Household
 - o Private Sector
 - o State, Local, and Tribal Governments
 - o Federal Government
- Number of Respondents – Estimate of the total number of respondents by type/category.
- Participation Time – Estimate of the total amount of time (in minutes) required for participation in a collection by type/category of respondents (e.g. fill out a survey or participate in a focus group).
- Burden – Estimate of the annual burden hours by type/category or respondents.
 - o To determine this estimate, multiply the number of respondents by the participation time and divide that figure by 60.

Burden Table

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government (Criminal Justice Agencies to include federal, state, local and tribal law enforcement agencies.)	10,000	5min	833 hrs.
Totals	10,000		833 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0_

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?
 [X] 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?

The respondent pool for the CJIS Customer Feedback Assessment is approximately 10,000 federal, state, local, and tribal criminal justice personnel who participate in CJIS services overviews. The entire eligible, active universe will be invited to participate, and the expected response rate is 20%. (Burden hours are calculated based on 100% response rate). The collection is a voluntary request to elicit basic feedback on CJIS overviews. The respondent is invited to participate in the collection via an e-mail invitation which will contain a link to the online instrument, or via paper copy when an in-person overview is administered.

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

Submit all instruments, instructions, and scripts with the request.