

**Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 0704-0420)**

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**TITLE OF INFORMATION COLLECTION:** Kaiserslautern Legal Services Center ICE Comment Card

**PURPOSE:**

The purpose of the customer satisfaction survey for the ICE comment web page is to gather constructive feedback and insights on the overall user experience and the effectiveness of the provision of legal assistance for clients and customers of the Kaiserslautern Legal Services Center (KLSC), Kaiserslautern, Germany. The ICE (Interactive Customer Evaluation) comment web page, an initiative by the Department of Defense (DoD), acts as a pivotal touchpoint for communication between service providers and their patrons. Given the multifaceted nature of DoD services and the diversity of its stakeholders, continuous improvement becomes paramount. To this end, this survey is designed to identify areas of success and potential enhancement, making certain that the platform is both user-friendly and efficacious in addressing concerns and inquiries. By optimizing this communication channel, the Kaiserslautern Legal Services Center ensures it continues to provide quality legal assistance to the local and surrounding communities, thus streamlining operations and fostering trust within the community it serves.

**DESCRIPTION OF RESPONDENTS:**

The respondents of the ICE comment web page satisfaction survey include all eligible clients, as provided for in Army Regulation 27-3. Given the extensive nature of that potential client population, this includes Active Duty, Reserve, DoD Civilian Employees, Retirees, their qualified family members, and some contractors. Respondent input is purely voluntary, so the likely diverse backgrounds and varying levels of familiarity with the platform, should not impede usage. Post data receipt, the feedback is analyzed to derive actionable insights, ensuring that the comment web page continues to evolve and better serve its users.

**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.

Name: Mr. Scott A. McDonald, Chief, Client Legal Services

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

Respondents may request a response and leave their name, email address, and/or phone number to facilitate this response. A Privacy Act Statement is not required since the PII collected in ICE is not included in any system of records. A Privacy Advisory is posted on the comment card to address the PII that may be collected.

**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
Individuals or Households	600 (50/month)	5 minutes	50 hours
<b>Totals</b>	<b>600</b>		<b>50 hours</b>

**PUBLIC COST:** The estimated annual cost to the public is \$2,500.

**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?

The respondents self-select. Potential respondents are clients who seek legal assistance from the KLSC and are either sufficiently satisfied or dissatisfied with those services such that they elect to provide a comment regarding the service they received.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media (ICE)  
 Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used?  Yes  No