Request for Approval under the "Generic Clearance for Improving Customer Experience: OMB Circular A-11, Section 280 Implementation"
(OMB Control Number: 0704-0595)

TITLE OF INFORMATION COLLECTION: Security Clearance Applicant Survey for NBIS

PURPOSE OF COLLECTION:

DCSA hopes to learn about and make improvements to the customer experience for applicants who are navigating the application process for a federal background investigation. DCSA plans to use what is learned from customer feedback in several ways. Collecting and analyzing real-time, post-transactional data during the initiation phase of the security clearance application will allow DCSA to identify areas of improvement through the eyes of the customer and measure the effectiveness of our efforts regarding service improvements and website enhancements. Over time, DCSA expects to use customer feedback data to inform leadership of customer pain points during the personnel security clearance application process and make informed decisions that positively impact DCSA staff, FSOs and customers(applicants). The data from this collection will feed DCSA's Personnel Security Journey map.

TYPE OF ACTIVITY: (Check one)

[ ] Customer Research (Interview, Focus Groups, Surveys)
[X] Customer Feedback Survey
[ ] Usability Testing of Products or Services

ACTIVITY DETAILS

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
   [X] Yes
   [ ] No
   [ ] Not a survey

2. How will you collect the information? (Check all that apply)
   [X] Web-based (embedded upon completion of SF form in eAPP/NBIS)
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain

3. Who will you collect the information from?
DCSA will collect information from applicants applying for a security clearance after they complete a standard form (application) in eAPP/NBIS. DCSA has approximately 13,333 applicants per month. Every applicant will see the survey and have an option to take it upon completing their standard form (application) in eAPP/NBIS.

4. How will you ask a respondent to provide this information?
Applicants will see the link to the survey on the eAPP/NBIS screen upon submission of their standard form and be able to voluntarily complete the survey and submit their feedback. Applicants will have to click on the link to the survey that appears on their screen.

5. What will the activity look like?
Participation will be voluntary for participants. The survey questions will appear after applicants click the survey link that appears on the submission page. Applicants can exit the survey voluntarily.

6. Please provide your question list.
****See attached****

7. When will the activity happen?
   This survey will tentatively be launched in November 2024.

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

BURDEN HOURS

Category of Respondent	**No. of Respondents**	**Participation Time**	**Burden Hours**
Applicants for security clearance	160,802	2 minutes	5,360
Totals			

The estimated respondent hourly wage was determined by using the Clearance Jobs Website, https://about.clearancejobs.com/salary-calculator. Survey data indicates the median hourly wage for a clearance job across D.C., Maryland, and Virginia (including the following levels of a security clearance: Public Trust, Confidential, Secret and Top Secret w/SCI) is $43.28 per hour. This results in an estimated annual public labor cost of $231,984

CERTIFICATION:

I certify the following to be true:
1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial;
4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. The agency will follow the procedures specified in OMB Circular A-11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
8. Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

Name and email address of person who developed this survey/focus group/interview:

Name: Alison Bonelli / Stephen Nemeth

Email address: alison.b.bonelli.civ@mail.mil stephen.f.nemeth4.civ@mail.mil

All instruments used to collect information must include:
OMB Control No. 0704-0595
Expiration Date: (6/30/2027)

HELP SHEET
(OMB Control Number: 0704-0595)

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

BURDEN HOURS:
Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.
No. of Respondents: Provide an estimate of the Number of respondents.
Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)
Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.