

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 2700-0153)**

TITLE OF INFORMATION COLLECTION:

MSEO Human Resource Business Partner (HRBP) Feedback

PURPOSE:

The purpose is to gauge customers’ satisfaction with services and identify areas to improve or sustain for overall satisfaction. As we are currently in the 1st of 3 anticipated waves of centralizing HRBP services across MSEO organizations, ensuring adequate support is provided is imperative.

DESCRIPTION OF RESPONDENTS:

NASA civil service employees, NASA contractors, external selectees, and applicants to NASA positions who interact with NASA MSEO HRBP employees.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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: Abigail Johnson

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	Participation Time	Burden
Private Sector (NASA Contractors and applicants)	300	3 minutes (1/20 hour)	15 hours
Federal Government (NASA Civil Servants)	500	3 minutes (1/20 hour)	25 hours
Totals	800		40 hours

FEDERAL COST:

The estimated annual cost to the Federal government is \$1,200 at \$30/user/hour for 800 [100% response rate] survey users [multiplied by the burden] $40 \times \$30 = \$1,200$.

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 participants would be anyone who interacts with a MSEO HRBP. The survey will be distributed via the email signature of MSEO HRBPs, and as such only individuals who work directly with MSEO HRBPs will be invited to participate. The language in the email signature will be: *Your feedback is important to us! Please click here [hyperlink] to share your experience about the HR services you received today.*

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.