



Request for Approval under NASA's "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2700-0153)

1. Title of information collection	LMD Community Feedback Survey
2. Purpose	The Logistics Management Division (LMD) wishes to obtain feedback from Logistics organizations at centers about the service they receive from Headquarters (HQ). The preferred vehicle is a short survey.
3. Description of respondents	NASA personnel (civil servants) who oversee the performance of logistics functions at centers and NASA personnel (civil servants and contractors) who perform said functions.

4. Type of collection (check one)

☐ Customer comment card/complaint form	☒ Customer satisfaction survey
☐ Usability testing (e.g., website, software)	☐ Small discussion group
☐ Focus group	☐ Other:

5. Personally identifiable information

Will PII be collected?	☐ Yes	☒ No
If yes: will any information that is collected be included in records that are subject to the Privacy Act of 1974?	☐ Yes	☐ No
If yes: has an up-to-date System of Records Notice (SORN) been published?	☐ Yes	☐ No

6. Gifts or payments

Is an incentive provided to participants? (e.g., money, reimbursement of expenses, token of appreciation)	☐ Yes	☒ No
---	------------------------------	--

7. Burden time per response

Category of respondent	Number of respondents	Participation time (list in minutes)	Burden time
Federal Government (NASA Civil Servants overseeing or performing Logistics functions at Centers)	140	10	23.5 hours
Private Sector (NASA Contractors under a Logistics contract, performing logistics functions)	300	10	50 hours
Total	440		73.5 hours

8. Federal cost (Typically listed as the total burden time in hours x \$30 = federal cost. This includes: printing, shipping, IT, contracting, and does not include salaries)

The estimated annual cost to the Federal government is: 73.5 hours x \$30 = \$2,205

9. The selection of your targeted respondents

Do you have a customer list or similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?	☒ Yes	☐ No
If yes, please provide a description of both below (attach a sampling plan if available). Potential respondents are Civil Servants and Contractors performing logistics functions at centers (approx 440 individuals). We will email the entire universe in hopes of receiving a 30% to 50% response		



Request for Approval under NASA's "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2700-0153)

rate. Source for Civil Servants distribution list: Logistics' Points of Contact at Centers; Source for Contractors distribution list: Contracting Officers for Logistics contracts.

If no, please provide a description of how you plan to identify your potential group of respondents and how you will select them. n/a

10. Administration of the instrument (check all that apply)

☐ Web-based	☐ Telephone	☐ In person	☐ Mail
☒ Other, please explain: Respondents will be emailed a link to complete the survey, built using the Microsoft Forms application within NASA's Office 365 platform.			
Will interviewers or facilitators be used?		☐ Yes	☒ No
Please provide the URL: Link for Civil Servants: https://forms.office.com/Pages/ResponsePage.aspx?id=WNQFcl5FrkiBQNNQ9qW3Rezo6-byOb8FKnNYzKPeALthURVpHWEQ1QVFGRUhdMEkwMEs5SjVKN1pBTS4u Link for Contractors: https://forms.office.com/Pages/ResponsePage.aspx?id=WNQFcl5FrkiBQNNQ9qW3Rezo6-byOb8FKnNYzKPeALthUOU1FVTI3VU1BVzg0RDczVjJTUktIV0xSTC4u			

11. Certification. Please certify the following to be true

☒ The collection is voluntary.
☒ The collection is low-burden for respondents and low-cost for the Federal Government.
☒ The collection is non-controversial and does <u>not</u> raise issues of concern to other federal agencies.
☒ The results are <u>not</u> intended to be disseminated to the public.
☒ Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.
☒ 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: Marina Kittel
Center, division, or program: NASA Office of Strategic Infrastructure

12. After completing this fast-track form, return the following to the PRA Team:

Please provide as Word files:

- Completed fast-track form
- Screenshots of your collection instrument
- Text of your collection instrument



Instructions for completing the fast-track form

1. 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 Annual Meeting).

2. Purpose: Provide a 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.

3. Description of respondents: Provide a description of the targeted group or 2 groups for this collection. These groups must have experience with the program.

4. Type of collection: If you are requesting approval of other instruments under the generic IC, you must complete a form for each instrument.

5. 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.

6. Gifts or payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

7. 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) US federal government. Only one type of respondent can be selected per row.

Number of respondents: Provide an estimated number.

Participation time: Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g., how much time will it take to fill out the survey or participate in a focus group). Provide the annual burden hours. Multiply the number of respondents and the participation time then divide by 60.

8. Federal cost: Provide an estimate of the annual cost to the Federal government.

9. The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If you answered yes to the first question, please provide the sampling plan as an attachment.

10. Administration of the instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g., for surveys) or facilitators (e.g., for focus groups) used. Please list the URL here for an online survey.

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



Request for Approval under NASA's "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2700-0153)

- 12.** Submit all instruments and scripts with the request.