

## **B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS**

**1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.**

This information collection submission is a generic (umbrella) clearance for Customer Satisfaction data collections. The individual information collections to be conducted under this generic clearance relate to a broad range of subjects including training, conferences, help desk assistance, and standards material customers. Therefore, the potential respondent universe includes members of the public, state and local governments, universities, private companies, non-profit organizations, etc. No sampling will be done for any of the information collections under this generic approval.

Responses are expected to be 120,000 annually, with an average response time of 10 minutes per response, resulting in approximately 15,000 burden hours annually.

**2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

Some information collections may be posted on NIST public facing websites, while some information collections may be emailed to potential respondents for completion. Other collections may be provided to respondents in person, such as at the end of a training session or conference. NIST will, whenever possible, offer respondents the use of electronic collection methods to include fillable, fileable responses. There will be no sampling. Collected responses will be received by the program officials conducting the information collection for review of the responses.

**3. Describe the methods used to maximize response rates and to deal with issues of non-response. The accuracy and reliability of the information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.**

As there is neither a census nor sampling, there will be no claims that the data is representative. However, all feedback will be reviewed and considered.

**4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.**

As the collections under this approval are basic collections related to customer satisfaction, tests of the procedures or methods are not done.

**5. Provide the name and telephone number of individuals consulted on statistical aspects of the design, and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.**

There is no statistical design. The contacts for each collection are as follows:

<b>Information Collection</b>	<b>Organizational Unit</b>	<b>Contact Name</b>	<b>Contact Phone</b>
NVLAP Assessor Questionnaire	Standards Coordination Office	Bethany Hackett	301-975-6113
NVLAP Accreditation Services Customer Survey	Standards Coordination Office	Bethany Hackett	301-975-6113
IT Assistance Center Customer Satisfaction Measurement	Office of Information Systems Management	Stephanie Maynard	301-975-4444
Office of Weights and Measures Customer Satisfaction Survey	Physical Measurement Laboratory	Isabel Chavez Baucom	301-975-2128
Standard Reference Materials (SRM) Customer Satisfaction Data Collections	Material Measurement Laboratory	Tracy Hayat	301-975-2092
Calibrations Customer Satisfaction Report Card	Physical Measurement Laboratory	Jim Fedchak	301-975-2223
Baldrige Performance Excellence Program (BPEP) Conference – Information Collection	Baldrige Performance Excellence Program	Dawn Bailey	301-975-3074
NIST Standards Education Workshop for Grantees	Standards Coordination Office	Mary Jo DiBernardo	301-975-5503

Office of Weights and Measures Services Survey	Physical Measurement Laboratory	Isabel Chavez Baucom	301-975-2128
Hybrid Survey for Conferences	Public Affairs Office	Crissy Robinson	202-507-0683