

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number: 2501-0001)**

TITLE OF INFORMATION COLLECTION: HUD FHA Resource Center Surveys - The title of the survey is HUD's National Servicing Center (internal) Survey

PURPOSE OF COLLECTION:

What are you hoping to learn / improve? We are hoping to learn about the quality of our customer service.

How do you plan to use what you learn? We plan to use the data to improve our processes where weaknesses are noted.

Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed? Yes, there are artifacts being used such as personas, journey maps, summary of customer insights for improvements based on the results of the customer survey instruments. This information will be shared with management and be placed on a dashboard.

TYPE OF ACTIVITY: (Check one)

- Customer Research (Interview, Focus Groups)
- Customer Feedback Survey
- User Testing

ACTIVITY DETAILS

1. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

2. Who will you collect the information from? *The clients who contact our agency.*

Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Clients will be surveyed not interviewed. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback, how you will select them? Do you have a list of customers to reach out to (e.g., a CRM database that has the contact information, intercept interviews at a particular field office?) We will utilize our CRM database to export data. (email addresses from service request inquiries/all types) Certain percentages will be

applied to each of our surveys to ensure we do not over survey our clients. We will utilize A-11 approved questions to gather information on customer satisfaction.

3. How will you ask a respondent to provide this information? (e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form) We provide a link to the web application and the client can complete the survey.

4. What will the activity look like? Describe the information collection activity - e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? The client has 9 survey questions to complete and can stop the survey at any time. There is 1 open ended question which is optional.

What's the format of the interview/focus group? NA

If a survey, describe the overall survey layout/length/other details? The survey is a 9 question survey which takes approximately 1 to 2 minutes to complete.

If User Testing, what actions will you observe/how will you have respondents interact with a product you need feedback on? There is not any product testing. The survey results are strictly related to service the client received from our FHA Resource Center/contact center and/or agency staff.

5. Please provide your question list.

Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.

► **TITLE OF SURVEY PAGE:** HUD's National Servicing Center Survey

► **HEADING:** Thank you for contacting HUD's National Servicing Center, we hope your need was met and your experience was positive. Please help us improve our services by completing a brief (1-2 minute) survey. Answering these questions is voluntary, and your responses are confidential and anonymous.

1. I am satisfied with the service I received from HUD's National Servicing Center.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)

2. My need was addressed.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)

3. I am satisfied with the accuracy of information I received from HUD/FHA staff.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
4. Employees I interacted with were helpful.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
5. It was easy to complete what I needed to do.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
6. It took a reasonable amount of time to do what I needed to do.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
7. I was treated fairly.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
8. My experience increased my trust in HUD/FHA.
Scale: 1 (Strongly Disagree), 2 (Disagree), 3 (Neutral), 4 (Agree), 5 (Strongly Agree)
9. How can we make your experience better? (optional)
<Open text response field>

[Submit]

CLOSING TEXT: Thank you for taking the time to provide helpful feedback. Your responses are confidential and anonymous. We'll only use your feedback to improve the service quality of HUD's National Servicing Centers. If you have any questions about the Survey, please contact the Survey Team at fhasurvey@hud.gov.

An official form of the United States government.
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Please make sure that all instruments, instructions, and scripts are submitted with the request.

6. When will the activity happen? *The survey seeks to be included under an umbrella OMB clearance with other surveys previously approved for the HUD / FHA Resource Center project.*
Describe the time frame or number of events that will occur.

Surveys will be sent to obtain client feedback after engaging with servicing centers of HUD FHA. There were approximately 1,200 surveys received on a monthly basis for all nine of our surveys from April-June 2021. We had approximately 895,000 inquiries in the last year. Percentages were applied to the total inquires per servicing center to avoid user exhaustion. This survey will remain on our website in adherence to the timing of the overall clearance.

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Consumers and Industry FHA program participants	350 monthly for the NSC (Internal Staff) survey	2 minutes on average completion rate	11.66 monthly
Totals (Yearly)	4,200	2 minutes	140

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 and do not raise issues of concern to other Federal agencies;
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. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

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