

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number: 2511-0001)**

TITLE OF INFORMATION COLLECTION: HUD REAC NSPIRE Inspection Survey

PURPOSE OF COLLECTION: We are hoping to learn more about our customers' experience during the NSPIRE inspection process, as well as their housing experience overall, along with how the NSPIRE inspection program impacts their perception of the quality of their housing. We plan to use this data to improve our processes where deficiencies are noted. This information will be shared with management and be used to populate 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?

Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with.

Customers 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(e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, 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?)

Every PIH resident whose home underwent an NSPIRE inspection will be provided a survey slick sheet with a link to the survey. No sampling will be performed.

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)

During an inspection, the inspector will provide slick sheets to all PH and Multi housing residents whose units were inspected. The slick sheet will include a QR code that links to the survey that they can follow to participate.

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 respondent will complete a web-based survey, consisting of multiple-choice/Likert and open-response questions.

What's the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?

The survey will consist of a minimum of 6 and a maximum of 11 questions. There will be survey logic used to determine how many questions will be asked. On the 11-question survey, there will be 8 multiple-choice/Likert questions and 2 open-response questions. The survey will utilize the Medallia survey platform.

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.

Survey participants who were physically present during the inspection will see the following questions:

Q1	I was present during the inspection.	<ul style="list-style-type: none">• Yes• No
Q2	Based on my interaction with the housing inspector, I trust HUD to	<ul style="list-style-type: none">• Strongly disagree (1)

	provide housing that is safe and habitable.	<ul style="list-style-type: none"> • Disagree (2) • Neither agree nor disagree (3) • Agree (4) • Strongly agree (5)
Q3	<p>What about this interaction made the difference? (Tap/Select all that apply)</p> <p>** these answer choices would show up if someone provided a trust Likert score of 5</p>	<ul style="list-style-type: none"> • It was easy to complete what I needed to do • It took a reasonable amount of time to do what I needed to do • I was treated fairly • Employees I interacted with were helpful • Something else (Please specify if this option is selected)
Q3	<p>What could have been better? (Tap/Select all that apply)</p> <p>**these answer choices would show up if someone provided a Likert score of 1,2,3 or 4</p>	<ul style="list-style-type: none"> • It was difficult to complete what I needed to do • It took too long to do what I needed to do • I was no treated fairly • Employees I interacted with were not helpful • Something else (Please specify if this option is selected)
Q4	I was satisfied with my experience interacting with HUD's inspection process.	<ul style="list-style-type: none"> • Strongly disagree (1) • Disagree (2) • Neither agree nor disagree (3) • Agree (4) • Strongly agree (5)
Q5	I am satisfied with my housing conditions.	<ul style="list-style-type: none"> • Strongly disagree (1) • Disagree (2) • Neither agree nor disagree (3)

		<ul style="list-style-type: none"> • Agree (4) • Strongly agree (5)
Q6	What can we do to improve the HUD inspection process? (not required for survey completion)	<ul style="list-style-type: none"> • Open Response • [Survey Logic] This question will only appear if the response to the previous question is a thumbs-down
Q7	The inspection is a valuable service.	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree • Strongly Agree
Q8	It was easy to prepare my home for inspection.	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree • Strongly Agree
Q8	Is there anything else you would like to share with us? (not required for survey completion)	Open response
Survey participants who were not physically present during the inspection will see the following questions:		
Q1	I was present during the inspection.	<ul style="list-style-type: none"> • Yes • No
Q2	I trust HUD to provide housing that is safe and habitable.	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree • Strongly Agree
Q5	I am satisfied with my housing conditions.	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree

		<ul style="list-style-type: none"> • Strongly Agree
Q6	I am satisfied with HUD's inspection process	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree • Strongly Agree
Q7	It was easy to prepare my home for inspection.	<ul style="list-style-type: none"> • Strongly Disagree • Disagree • Neither Agree nor Disagree • Agree • Strongly Agree
Q8	Is there anything else you would like to share with us? (not required for survey completion)	<ul style="list-style-type: none"> • Open Response

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

6. When will the activity happen?

Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10th, or "This survey will remain on our website in alignment with the timing of the overall clearance.")

The slick sheets with the survey link will be distributed by NSPIRE inspectors, and the survey will remain live in alignment with 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
Residents whose units were inspected	72,567	5 minutes	6,047

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.

Name: Amber S. Chaundry

**All instruments used to collect information must include:
OMB Control No. 2511-0001
Expiration Date: 09/30/2024**

HELP SHEET
(OMB Control Number: XXXX-XXXX)

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.