

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION:

Tier 1, 2 and 3 Helpdesk Customer Satisfaction Feedback Survey

PURPOSE:

Military Community and Family Policy would like to standardize the collection instrument used to receive comments from military service members, their families and related stakeholders. The Application Messaging System is an online resource for use by the public to submit questions, report problems or request assistance from MC&FP websites and applications. The help desk staff will use the system to respond to email, also referred to as webmail. The AMS also enables staff to prioritize webmail messages, assign them to subject matter experts and store the communication thread.

Military Community and Family Policy would also like to gather feedback from military service members, their families and related stakeholders after they submit inquiries through the AMS. This collection covers:

- Customer support inquiry form received from users who have general questions/feedback about the Military OneSource program or website (<https://public.militaryonesource.mil/feedback>).
- Customer satisfaction feedback form requested from users visiting Military OneSource who have submitted an inquiry using our Customer Support form.

The objectives of the customer satisfaction feedback form are to:

- Assess satisfaction levels and gather insights on Military Community and Family Policy Customer Support
- Identify strengths and areas for improvement based on survey feedback
- Enhance support programs and services for military personnel and their families

DESCRIPTION OF RESPONDENTS:

The goal of the two feedback forms is to gather a user’s customer satisfaction with their customer support experience. Therefore, respondents include active-duty service members, National Guard, reserve, military families, survivors, veterans and service providers who have submitted an inquiry through the AMS.

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: Jean Gibbs

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
Feedback Form 1 - Users	2,500	.03333	83.33
Feedback Form 2 - Users	2,500	.03333	83.33
Totals	2,500	.06666	167

All users who submit an inquiry through AMS will receive the survey. The public reporting burden for this collection of information is estimated to average 4 minutes per response.

PUBLIC COST: The estimated annual cost to the public is \$2623.

The burden is based mean hourly wage determined by using all occupations from the BLS website https://www.bls.gov/oes/current/oes_nat.htm#00-0000.

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?

☒ 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?

Potential respondents are:

- Users who submit the initial inquiry form who have general questions/feedback about the Military OneSource program or website. These users include active-duty service members, National Guard, reserve, military families, survivors, veterans, and service providers.
- Users who submitted the initial inquiry will receive an automated feedback form to provide their customer support experience if they choose to do so.

Administration of the Instrument

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. Will interviewers or facilitators be used? ☐ Yes ☒ No