



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	Partnership Agreements Development Survey
2. Purpose	Contractors shall solicit customer feedback via surveys to external customers for NASA Langley work. The survey should sample both the entire customer experience (technical, cost, schedule) and also the SAA Team-specific experience in developing and servicing the agreements.
3. Description of respondents	External NASA Partners that have recently Executed a Space Act or Interagency Agreement.

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
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7. Burden time per response

Category of respondent	Number of respondents	Participation time (list in minutes)	Burden time
Private sector	70	3	3.5 hours
State or local government	70	3	3.5 hours
Federal government	75	3	3.75 hours
Total	215		10.75 hours

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

The estimated annual cost to the Federal government is \$322.50 at \$30/user/hour for 215 [100% response rate] survey users [multiplied by the burden] 10.75 x \$30 = \$322.50.

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).		
If no, please provide a description of how you plan to identify your potential group of respondents and how you will select them. By Execution of a Space Act or Interagency Agreement		



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

☒ Web-based	☐ Telephone	☐ In person	☐ Mail
☐ Other, please explain:			
Will interviewers or facilitators be used?		☐ Yes	☒ No
Please provide the URL: https://www.surveymonkey.com/r/VQFSC9F			

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: Olivia Parker
Center, division, or program: NASA LaRC, Strategic Partnerships Office

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