

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: IV&V PSO Customer Satisfaction Survey

PURPOSE: To measure IV&V satisfaction with PSO services.

DESCRIPTION OF RESPONDENTS: All IV&V employees, remote and on-site, including civil servants and contractors.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form

☒ Customer Satisfaction Survey

☐ Usability Testing (e.g., Website or Software

☐ Small Discussion Group

☐ Focus 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: LuAnn Casey

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
Federal Government	50	10 min	8.33 hrs
Private Sector	250	10 min	41.67 hrs
Totals	300	10 min	50 hrs

FEDERAL COST. None

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

We intend to send the Survey to all Civil Servant and Contractors employed by the NASA IV&V Program using our org charts.

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