



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	Information Data & Analytics Services (IDAS) Customer Feedback
2. Purpose	Gain customer feedback to address potential issues with services and to assess areas for improvement.
3. Description of respondents	NASA workforce – Civil Servant and Contractors

4. Type of collection (check one)

<input type="checkbox"/> Customer comment card/complaint form	<input checked="" type="checkbox"/> Customer satisfaction survey
<input type="checkbox"/> Usability testing (e.g., website, software)	<input type="checkbox"/> Small discussion group
<input type="checkbox"/> Focus group	<input type="checkbox"/> Other:

5. Personally identifiable information

Will PII be collected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If yes: will any information that is collected be included in records that are subject to the Privacy Act of 1974?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes: has an up-to-date System of Records Notice (SORN) been published?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

6. Gifts or payments

Is an incentive provided to participants? (e.g., money, reimbursement of expenses, token of appreciation)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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7. Burden time per response (best estimate)

Category of respondent	Number of respondents, per year	Participation time (list in minutes)	Total burden time (in hours)
Customers	300	5	25

8. Federal cost (If any, typically listed as the total burden time in hours x \$30 = federal cost. This includes: printing, shipping, IT, contracting, and does not include salaries)

\$750

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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 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.		
Individuals who submit requests for IDAS services and/or interact with IDAS staff for services will be selected to receive the survey(s)		

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

<input checked="" type="checkbox"/> Web-based or email (SurveyMonkey, MS Forms, etc)	<input type="checkbox"/> Telephone	<input type="checkbox"/> In person	<input type="checkbox"/> Snail mail
<input type="checkbox"/> Other, please list:			
Will interviewers or facilitators be used?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Please provide the URL:			



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1. Portal Feedback (DRAFT): <https://forms.office.com/g/bYujCNcnBq>
2. Extended Engagement (DRAFT): <https://forms.office.com/g/2ytSpyezQW>
3. Services Declined (DRAFT): <https://forms.office.com/g/mhw3YmJrvk>
4. Service Complete (DRAFT): <https://forms.office.com/g/cfkAbY3WBF>

Will the information collection be secure on a NASA approved system?

☒ Yes

☐ Other, explain

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 not raise issues of concern to other federal agencies.
- ☒ The results are not intended to be disseminated to the public.
- ☒ Information gathered will not be used for the purpose of substantially informing influential 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 of Gov't Civil Servant SME: Gerald Steeman

Center, division, & program: OCIO/IDAS/BSM

12. Besides 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
- Include any transmittal email, or other mechanisms, that you plan to inform recipients with