|  |  |
| --- | --- |
| 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)

|  |  |
| --- | --- |
| [ ]  Customer comment card/complaint form  | [x]  Customer satisfaction survey |
| [ ]  Usability testing (e.g., website, software) | [ ]  Small discussion group |
| [ ]  Focus group | [ ]  Other:       |

5. **Personally identifiable information**

|  |  |  |
| --- | --- | --- |
| Will PII be collected? | [ ]  Yes | [x]  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 | [x]  No |

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? | [ ]  Yes | [x]  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)

|  |  |  |  |
| --- | --- | --- | --- |
| [x]  Web-based or email (SurveyMonkey, MS Forms, etc) | [ ]  Telephone | [ ]  In person | [ ]  Snail mail |
| [ ]  Other, please list:       |
| Will interviewers or facilitators be used? | [ ]  Yes | [x]  No |
| Please provide the URL: 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? | [x]  Yes | [ ]  Other, explain |

11. **Certification.** Please certify the following to be true

|  |
| --- |
| [x]  The collection is voluntary. [x]  The collection is low-burden for respondents and low-cost for the Federal Government.[x]  The collection is non-controversial and does not raise issues of concern to other federal agencies.[x]  The results are not intended to be disseminated to the public.[x]  Information gathered will not be used for the purpose of substantially informing influential policy decisions.[x]  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