

**SUPPORTING STATEMENT (PART B) FOR  
GENERIC INFORMATION COLLECTION PLAN FOR THE COLLECTION OF  
QUALITATIVE FEEDBACK ON BUREAU SERVICE DELIVERY  
OMB CONTROL NO.: 3170-0024**

**A. STATISTICAL METHODS**

**1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.**

The information collections requested under OMB Control Number 3170-0024 may involve:

- samples of self-selecting customers;
- convenience samples, and
- quota samples (respondents selected either to cover a broad range of respondents or to include specific characteristics related to certain products or services).

Results will not be used to make statements representative of the field of study, to produce statistical descriptions (careful, repeatable measurements), nor to generalize the data beyond the scope of the sample. The specific sample planned for each individual collection and the method for soliciting participation will be described fully in each generic information collection request.

The Bureau's program managers use qualitative surveys to change/improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their stated purpose.

The samples associated with this collection are not subjected to the same rigor as scientifically drawn samples. As such, the Bureau will not publish or otherwise publicly release data pertaining to samples or estimates.

- 2. Describe the procedures for the collection of information including:**
- **Statistical methodology for stratification and sample selection;**
  - **Estimation procedure;**
  - **Degree of accuracy needed for the purpose described in the justification;**
  - **Unusual problems requiring specialized sampling procedures; and**

- **Any use of periodic (less frequent than annual) data collection cycles to reduce burden.**

Information collection methods and procedures will vary and the specifics of these will be provided with each generic information collection request. The Bureau expects to use a variety of methodologies for these collections. For one example, the Bureau (or its contractors) may use commercial survey-specific software to automate its collection and analysis of feedback.

In addition to physical copies, Information collection instruments may be presented as physical copies, electronically disseminated, and/or posted on target pages of the Bureau's web site. Telephone scripts, personal interviews, and focus groups (with moderators) with may also be used.

**3. Describe methods to maximize response rates and to deal with issues of nonresponse. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.**

Information collected under this generic information collection clearance will not yield generalizable quantitative findings. Information collected utilizing this generic information collection (and specific, approved instruments) can provide useful customer input. However, data collected using these instruments cannot not yield generalizable data about respondents' opinions.

**4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information.**

Pretesting/screening may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. If the number of pretest/screened respondents exceeds nine members of the public, the Bureau will submit the pretest/screener instruments for review and approval under this generic information collection clearance.

**5. Provide the names and telephone numbers of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.**

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys (when appropriate). This information will be made available from agency statisticians or from contractors. The Bureau will include the contact information of persons consulted in the specific information collection requests submitted under this generic clearance.