

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**OMB Information Collection Request
0970 - 0401**

Supporting Statement Part B – Statistical Methods

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Type of Request: Revision

Submitted By:
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Overview

Data collection methods and procedures will vary; however, the primary purpose of these collections will be for internal management purposes. The primary purpose is not to publish or release resulting information from these generic information collections (GenICs).

1. Respondent Universe and Sampling Methods

The activities under this umbrella generic may involve samples of self-selected customers, as well as convenience samples, and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results will not be used to make statements representative of the universe of study, to produce statistical descriptions (careful, repeatable measurements), or 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 GenIC request.

Qualitative surveys are tools used by program managers to change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

The samples associated with this GenICs under this umbrella generic are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

2. Procedures for the Collection of Information

Data collection methods and procedures will vary and the specifics of these will be provided with each GenIC request. ACF expects to use a variety of methodologies for these collections. For example, ACF 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 electronically disseminated and/or posted on target pages of ACF's, contractor's or other stakeholder's web sites. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation may also be used.

3. Methods to Maximize Response Rates and Deal with Nonresponse

Information collected under this generic clearance will not yield generalizable quantitative findings; it can provide useful customer input, but it does not yield data about customer opinions that can be generalized.

4. Test of Procedures or Methods to be Undertaken

Pretesting 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 respondents

exceeds nine members of the public, ACF will submit the pretest instruments for review under this generic clearance.

5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when appropriate. This statistical expertise will be available from agency statisticians or from contractors and ACF will include the names and contact information of persons consulted in the specific GenIC requests submitted under this generic clearance.