Supporting Statement Part B for Paperwork Reduction Act
Generic Information Collection Submissions for
Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery
OMB No. 0960-0788

B. Statistical Methods

Data collection methods and procedures vary; however, the primary purpose of these collections is for internal management purposes; there are no plans to publish or otherwise release this information.

1. Universe and Respondent Selection

The activities under this clearance 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. We will not use the results 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. SSA intends to describe fully in each collection request the specific sample planned for each individual collection and the method for soliciting participation.

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 collection are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

2. Procedures for Collecting Information

Data collection methods and procedures vary; we provide the specifics with each collection request. The Agency uses a variety of methodologies for these collections. For example, the Agency or its contractors use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, we may electronically disseminate information collection instruments and post them on target pages of the Agency's web site. We may also use telephone scripts, personal interviews, and focus groups with professional guidance and moderation.

3. Methods to Maximize Response

Information collected under this generic clearance do not yield generalizable quantitative findings; the information collected can provide useful customer input, but it does not yield data about customer opinions that we can generalize.

4. Testing of Procedures

We may pretest with internal staff; a limited number of external colleagues; or via customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, the SSA submits the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection

We will obtain for each program, when appropriate, information from statisticians in the development, design, conduct, and analysis of customer or partner service surveys. This statistical expertise is available from agency statisticians or from contractors. The Agency includes the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.