

**Supporting Statement B for Paperwork Reduction Act Generic Information Collection
Submissions for
“Generic Clearance for the Collection of Qualitative Feedback on Service Delivery and
Website Satisfaction”**

B. STATISTICAL METHODS

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

1. Universe and Respondent Selection

The respondent universe will be comprised of anyone that enters the Agency's websites and participates in the surveys. Since this will be an opportunity for the Agency to assess customer satisfaction with the website, we are unable to determine the entities that will take part in the surveys and how many of each entity might participate. No one entity has been targeted for this survey. It has been determined that a response of 20,000 is necessary to attain a good sample and variety of participants.

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

The sample 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 will vary and the specifics of these will be provided with each collection request. The Agency expects to use a variety of methodologies for these collections. For example, the Agency 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 the Agency's websites. The information may be also collected and entered into a database, and the results in order to identify any changes that should be made to the sites and the areas where Agency is providing quality information.

3. Methods to Maximize Response

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. The Agency is requesting qualitative judgments on how useful the website is, there is no accurate or not accurate information.

4. Testing of Procedures

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, the Agency will submit the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection

The survey information will be collected through the Agency's websites. This statistical expertise will be available from Agency statisticians or from contractors and the Agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.