

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (VBA, VHA, NCA).

*OMB Control Number:* 2900–0770.

*Type of Review:* Revision of a currently approved collection.

*Abstract:* Executive Order 12862 directs Federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. In order to work continuously to ensure that our programs are effective and meet our customers' needs, the Department of Veterans Affairs (VA) seeks to obtain OMB approval of a generic clearance to collect qualitative feedback on our service delivery for Veterans Benefits Administration (VBA); Veterans Health Administration (VHA); and National Cemetery Administration (NCA). By qualitative feedback, we mean information that provides useful insights on perceptions and opinions, but not statistical surveys that yield quantitative results that can be generalized to the population of study.

The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training, or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative, and actionable communications between the VA and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the provision of services will be unavailable to the Agency.

The Agency will only submit information collections for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;

- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;

- The collections are noncontroversial and do not raise issues of concern to other Federal agencies;

- Any 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 near future;

- Personally identifiable information (PII) is collected only to the extent necessary and is not retained;

- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency;

- Information gathered will not be used for the purpose of substantially informing influential policy decisions; and

- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

The types of collections that this generic clearance covers include, but are not limited to, Program Satisfaction Surveys; Focus Groups; Customer Comment Cards; Small Discussion Groups of customers, potential customers, delivery partners, or other stakeholders; Cognitive Laboratory Studies, such as those used to refine questions or assess usability of a website; Qualitative Customer Satisfaction Surveys, such as post-transaction surveys and opt-out web surveys; In-person Observation Testing, such as website or software usability tests; and Patient Surveys. As a general matter, information collections under this clearance will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Affected Public:* Individuals or Households; Businesses and Organizations; State, Local or Tribal Government.

*Estimated Annual Burden:* 256,000 total hours.

*Program Satisfaction Surveys:* 75,000.

*Focus Groups:* 32,000.

*Customer Comment Cards:* 7,500.

*Small Discussion Groups:* 2,750.

*Cognitive Laboratory Studies:* 30,000.

*Qualitative Customer Satisfaction Surveys:* 62,500.

*In-Person Observation Testing:* 6,000.

*Patient Surveys:* 40,250.

*Estimated Average Burden Per Respondent:*

*Program Satisfaction Surveys:* 30 minutes.

*Focus Groups:* 60 minutes.

*Customer Comment Cards:* 30

minutes.

*Small Discussion Groups:* 30 minutes.

*Cognitive Laboratory Studies:* 60 minutes.

*Qualitative Customer Satisfaction Surveys:* 30 minutes.

*In-Person Observation Testing:* 30 minutes.

*Patient Surveys:* 30 minutes.

*Frequency of Response:* Once.

*Estimated Number of Respondents:* 450,000 total.

*Program Satisfaction Surveys:* 150,000.

*Focus Groups:* 32,000.

*Customer Comment Cards:* 15,000.

*Small Discussion Groups:* 5,500.

*Cognitive Laboratory Studies:* 30,000.

*Qualitative Customer Satisfaction Surveys:* 125,000.

*In-Person Observation Testing:* 12,000.

*Patient Surveys:* 80,500.

By direction of the Secretary.

**Maribel Aponte,**

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## DEPARTMENT OF VETERANS AFFAIRS

### Health Services Research and Development Service Scientific Merit Review Board, Notice of Meeting

The Department of Veterans Affairs (VA) gives notice under the Federal Advisory Committee Act, 5 U.S.C. ch. 10, that a meeting of the Health Services Research and Development Service Scientific Merit Review Board (hereinafter the Board) will be held August 30, 2023, via Webex. The meeting will be held between noon and 1:30 p.m. EST. The meeting will be partially closed to the public from 12:15–1:30 p.m. EST for the discussion, examination and reference to the research applications and scientific review. Discussions will involve reference to staff and consultant critiques of research proposals. Discussions will deal with scientific merit of each proposal and qualifications of personnel conducting

the studies, the disclosure of which would constitute a clearly unwarranted invasion of personal privacy. Additionally, premature disclosure of research information could significantly obstruct implementation of proposed agency action regarding the research proposals. As provided by Public Law 92–463 subsection 10(d), as amended by Public Law 94–409, closing the committee meeting is in accordance with 5 U.S.C. 552b(c)(6) and (9)(B).

The objective of the Board is to provide for the fair and equitable selection of the most meritorious research projects for support by VA research funds and to offer advice for research program officials on program priorities and policies. The ultimate objective of the Board is to ensure that the VA Health Services Research and Development program promotes functional independence and improves the quality of life for impaired and disabled Veterans.

Board members advise the Director, Health Services Research and Development Service and the Chief Research and Development Officer on the scientific and technical merit, the mission relevance, and the protection of human subjects of Health Services Research and Development proposals. The Board does not consider grants, contracts, or other forms of extramural research.

Members of the public may attend the open portion of the meeting in listen-only mode as the time limited open agenda does not enable public comment presentations. To attend the open portion of the meeting (12:00–12:15 p.m. EST), the public may join by dialing the phone number 1–833–558–0712 and entering the meeting number (access code): 2761 510 0503.

Written public comments must be sent to Tiffin Ross-Shepard, Designated Federal Officer, Health Services Research and Development Service,

Department of Veterans Affairs (14RDH), 810 Vermont Avenue NW, Washington, DC 20420, or to *Tiffin.Ross-Shepard@va.gov* at least five days before the meeting via the email listed above. The written public comments will be shared with the board members. The public may not attend the closed portion of the meeting as disclosure of research information could significantly obstruct implementation of proposed agency action regarding the research proposals (Pub. L. 92–463 subsection 10(d), as amended by Pub. L. 94–409, closing the committee meeting is in accordance with title 5 U.S.C. 552b(c)(6) and (9)(B).

Dated: July 28, 2023.

**LaTonya L. Small,**  
*Federal Advisory Committee Management Officer.*

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