

Corporation for National and Community Service (AmeriCorps)

**Generic Information Collection Submissions for
“Generic Clearance for the Collection of Qualitative Feedback on
Agency Service Delivery”**

OMB Control Number, 3045-0137

Justification – Part A Supporting Statement

Overview of Information Collection:

This is a request for approval of a renewal of a currently approved generic information collection for collection of customer feedback on the delivery of AmeriCorps’ services.

1. Need & Method for the Information Collection.

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 Corporation for National and Community Service (operating as AmeriCorps, and hereafter referred to as “the Agency”) seeks to obtain OMB approval to renew a generic clearance to collect qualitative feedback on our service delivery. Qualitative feedback means information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study.

This collection of information is necessary to enable the Agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The information collected from our customers and stakeholders helps ensure that users have an effective, efficient, and satisfying experience with the Agency’s programs. This feedback provides insights into customer or stakeholder perceptions, experiences and expectations, provides an early warning of issues with service, or focuses attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It also allows feedback to contribute directly to the improvement of program management.

2. Use of the Information.

Improving agency programs requires ongoing assessment of service delivery, through systematic review of program operations compared to a set of explicit or implicit standards, as a means of contributing to the continuous improvement of the program. The Agency collects, analyzes, and interprets information gathered through this generic clearance to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback. The solicitation of feedback targets areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses are 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 Agency’s services will be unavailable.

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

- 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 (if released, procedures outlined in Question 16 will be followed);
- Information gathered will not be used for the purpose of substantially informing influential policy decisions¹;
- 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 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 non-controversial 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; and
- With the exception of information needed to provide remuneration for participants of focus groups and cognitive laboratory studies, personally identifiable information (PII) is collected only to the extent necessary and is not retained.

If these conditions are not met, the Agency will submit an information collection request to OMB for approval through the normal PRA process.

To obtain approval for a collection that meets the conditions of this generic clearance, a standardized form will be submitted to OMB along with supporting documentation (e.g., a copy of the comment card). The submission will have automatic approval, unless OMB identifies issues within 5 business days.

The types of collections that this generic clearance covers include, but are not limited to:

- Customer comment cards/complaint forms
- Small discussion groups
- Focus 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 (e.g., post-transaction surveys; opt-out web surveys)
- In-person observation testing (e.g., website or software usability tests)

The Agency has established a manager/managing entity to serve for this generic clearance and will conduct an independent review of each information collection to ensure compliance with the terms of this clearance prior to submitting each collection to OMB.

3. Use of Information Technology.

The Agency collects this information electronically and/or use online collaboration tools to reduce burden.

4. Non-duplication.

¹ As defined in OMB and agency Information Quality Guidelines, “influential” means that “an agency can reasonably determine that dissemination of the information will have or does have a clear and substantial impact on important public policies or important private sector decisions.”

No similar data are gathered or maintained by the Agency or are available from other sources known to the Agency.

5. Burden on Small Business.

Small business or other small entities may be involved in these efforts but the Agency will minimize the burden on them of information collections approved under this clearance by sampling, asking for readily available information, and using short, easy-to-complete information collection instruments.

6. Less Frequent Collection.

Without these types of feedback, the Agency will not have timely information to adjust its services to meet customer needs.

7. Paperwork Reduction Act Guidelines.

There are no special circumstances that would require the collection of information in any way that does not comply with the guidelines. The information collected will be voluntary and will not be used for statistical purposes.

8. Consultation and Public Comments.

In accordance with 5 CFR 1320.8(d), a 60-day notice for public comment was published in the *Federal Register* on March 24, 2026, at 91 Fed. Reg. 14001. No comments were received in response to that notice. This information collection allows for ongoing consultation with the public about the ease of responding to the information collection instruments and respondents have provided positive feedback on the clarity and brevity.

9. Gifts or Payment.

The Agency will not provide payment or other forms of remuneration to respondents of its various forms of collecting feedback. Focus groups and cognitive laboratory studies are the exceptions.

In the case of in-person cognitive laboratory and usability studies, the Agency may provide stipends of up to \$40. In the case of in-person focus groups, the Agency may provide stipends of up to \$75. If respondents participate in these kinds of studies remotely, via phone, or Internet, any proposed stipend needs to be justified to OMB and must be considerably less than that provided to respondents in in-person studies, who have to travel to the agency or other facility to participate. If such information collections include hard-to-reach groups and the agency plans to offer non-standard stipends, the Agency will provide OMB with additional justifications in the request for clearance of these specific activities.

10. Privacy & Confidentiality.

If a confidentiality pledge is deemed useful and feasible, the Agency will only include a pledge of confidentiality that is supported by authority established in statute or regulation, that is supported by disclosure and data security policies that are consistent with the pledge, and that does not unnecessarily impede sharing of data with other agencies for compatible confidential use. If the agency includes a pledge of confidentiality, it will include a citation for the statute or regulation supporting the pledge.

11. Sensitive Questions.

No questions will be asked that are of a personal or sensitive nature.

12. Burden Estimate.

A variety of instruments and platforms will be used to collect information from respondents. The annual burden hours requested (93,000) are based on the number of collections we expect to conduct over the requested three-year period for this clearance.

	Requested	Program Change Due to New Statute	Program Change Due to Agency Discretion	Change Due to Adjustment in Agency Estimate	Change Due to Potential Violation of the PRA	Previously Approved
Annual Number of Responses for this IC	10,000	0	0	0	0	10,000
Annual IC Time Burden (Hour)	1,667	0	0	0	0	1,667
Annual IC Cost Burden (Dollars)	81,316	0	0	6,068	0	75,248

The estimated respondent burdens and labor costs are shown in the following table.

Estimation of Respondent Burden	
Number of respondents	10,000
Responses per respondent	1
Number of responses	10,000
Hours per response	.16
Total estimated hours (number of responses multiplied by hours per response)	1,667
Cost per hour (hourly wage)	\$48.78
Annual public burden (estimated hours multiplied by cost per hour)	\$81,316

Note: We estimate the cost per hour to respondents to be \$48.78, including benefits, based on the U.S. Bureau of Labor Statistics' Employer Costs for Employee Compensation for civilian

workers, December 2025 (USDL 26-0505, released March 20, 2026). See <https://www.bls.gov/news.release/pdf/ecec.pdf>.

13. Estimated nonrecurring costs.

There are no nonrecurring costs.

14. Estimated cost to the Government.

The estimated cost to the Government is shown in the following table. It is estimated that it will take the Government .5 hour(s) to review and verify the information contained in each response. This estimate was developed by staff involved in the management of current activity.

Estimation of Cost to the Government	
Number of responses	10,000
Hours per response	.16
Total estimated hours (number of responses multiplied by hours per response)	1,667
Cost per hour (hourly wage)	\$55.78
Annual burden (estimated hours multiplied by cost per hour)	\$92,985

Note: The cost per hour is based on the average of staff located in Washington, DC, at a salary level roughly equivalent to the 2026 OPM GS hourly rates (base + locality) for a GS-11, step 1 (\$40.94), plus the 36.25% civilian personnel full fringe benefit rate from OMB memorandum M-08-13, for a total hourly rate of \$55.78.

15. Reason for changes.

The estimated annual IC cost burden increased by \$6,086 to account for the increase in the U.S. Bureau of Labor Statistics' Employer Costs for Employee Compensation for civilian workers on which AmeriCorps' cost estimate is based.

16. Publicizing Results.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. Findings will be used for general service improvement, but are not for publication or other public release.

Although the Agency does not intend to publish its findings, the Agency may receive requests to release the information (e.g., congressional inquiry, Freedom of Information Act requests). The Agency will disseminate the findings when appropriate, strictly following the Agency's "Guidelines for Ensuring the Quality of Information Disseminated to the Public.", and will include specific discussion of the limitation of the qualitative results discussed above.

17. Display Approval of OMB Expiration Date.

The expiration date will be displayed on the application instructions.

18. Exceptions to "Certification for Paperwork Reduction Submissions."

There are no exceptions to the certification statement.