



DEPARTMENT OF HOMELAND SECURITY

Billing Code 9111-97

U.S. Citizenship and Immigration Services

Agency Information Collection Activities: Collection of Qualitative Feedback through Focus Groups

ACTION: 30-Day Notice of Information Collection for Office of Management and Budget Review and Request for Comments.

SUMMARY: The Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) will be submitting the following information collection request to the Office of Management and Budget (OMB) for review and clearance in accordance with the Paperwork Reduction Act of 1995. The information collection notice was previously published in the Federal Register on February 8, 2012, at 77 FR 6573, allowing for a 60-day public comment period. USCIS /did not receive any comments in connection with the 60-day notice.

DATES: The purpose of this notice is to allow an additional 30 days for public comments. Comments are encouraged and will be accepted until [Insert date 30 days from date of publication in the FEDERAL REGISTER]. This process is conducted in accordance with 5 CFR 1320.10.

ADDRESSES: Written comments and/or suggestions regarding the item(s) contained in this notice, especially regarding the estimated public burden and associated response time, should be directed to the Department of Homeland Security (DHS), and to the Office of Management and Budget (OMB) USCIS Desk Officer. Comments may be submitted to: USCIS, Chief Regulatory Coordinator, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Avenue, Washington, DC 20529-2020. Comments may also be submitted to DHS via facsimile

to 202-272-0997 or via email at uscisfr.comment@dhs.gov, and to the OMB USCIS Desk Officer via facsimile at 202-395-5806 or via email at oir_submission@omb.eop.gov. When submitting comments by e-mail, please make sure to add “1615-NEW, Collection of Qualitative Feedback through Focus Groups” in the subject box.

Note: The address listed in this notice should only be used to submit comments concerning this information collection. Please do not submit requests for individual case status inquiries to this address. If you are seeking information about the status of your individual case, please check “My Case Status” online at: <https://egov.uscis.gov/cris/Dashboard.do>, or call the USCIS National Customer Service Center at 1-800-375-5283.

Written comments and suggestions from the public and affected agencies should address one or more of the following four points:

- (1) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- (2) Evaluate the accuracy of the agencies estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- (3) Enhance the quality, utility, and clarity of the information to be collected; and
- (4) Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Overview of this Information Collection:

- (1) Type of Information Collection Request: New Collection.

- (2) Title of the Form/Collection: Collection of Qualitative Feedback through Focus Groups.
- (3) Agency form number, if any, and the applicable component of the Department of Homeland Security sponsoring the collection: No Agency Form Number; U.S. Citizenship and Immigration Services (USCIS).
- (4) Affected public who will be asked or required to respond, as well as a brief abstract:
Primary: Individuals or households; Business or other for-profit. The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback USCIS means information that provides useful insights on perceptions and opinions, but not responses to statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide information on customer and stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, and/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 Agency and its customers and stakeholders and contribute directly to the improvement of program management. Feedback collected under this generic clearance will provide useful information, but it will not be generalized to the overall population. This data collection will not be used to generate quantitative information that is designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance.
- (5) An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond: Focus Group with Stakeholders, 500 respondents x 1.5

hours per response = 750 hours; Focus Group with Immigrants, 500 respondents x 1.5

hours per response = 750 hours. Total annual hours burden = 1,500 hours.

- (6) An estimate of the total public burden (in hours) associated with the collection: 1,500 Hours.

If you need a copy of the information collection instrument with supplementary documents, or need additional information, please visit <http://www.regulations.gov>.

We may also be contacted at: USCIS, Regulatory Coordination Division, Office of Policy and Strategy, 20 Massachusetts Avenue, NW, Washington, DC 20529-2020; Telephone 202-272-1470.

Sunday A. Aigbe,
Acting Chief Regulatory Coordinator,
Regulatory Coordination Division,
Office of Policy and Strategy,
U.S. Citizenship and Immigration Services,
Department of Homeland Security.

May 10, 2012

Date

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