

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 MSPB;

- 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.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections 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.

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*OMB Number:* 3124-0015.

*Type of Information Collection:* Renewal, without change, of a currently approved information collection.

*ICR Status:* This ICR is currently scheduled to expire on May 31, 2023.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it

displays a currently valid OMB control number.

*Abstract of Proposed Collection:* This collection is part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery and provides a means to obtain qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with MSPB's commitment to improving service delivery. Responses to any collection of information under this ICR are voluntary.

*Affected Public:* Individuals and Households; Businesses and Organizations.

*Estimated Total Number of Respondents:* 600.

*Estimated Frequency of Responses:* Once per year.

*Estimated Total Average Number of Responses for Each Respondent:* Once per year.

*Estimated Total Annual Burden Hours:* 49.8.

*Estimated Total Cost:* \$1,887.42.

*Comments:* Comments should be submitted as indicated in the **ADDRESSES** caption above. Comments are solicited to: (a) evaluate whether the collection of information is necessary for the proper performance of the functions of MSPB, including whether the information shall have practical utility; (b) evaluate the accuracy of MSPB's estimate of the burden of the collection of information; (c) enhance the quality, utility, and clarity of the information to be collected; (d) minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) evaluate the estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to

transmit or otherwise disclose the information.

Jennifer Everling,

*Acting Clerk of the Board.*

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**BILLING CODE 7400-01-P**

## **MERIT SYSTEMS PROTECTION BOARD**

### **Agency Information Collection Activities; Reinstatement and Revision of a Previously Approved Information Collection; Comment Request**

**AGENCY:** Merit Systems Protection Board.

**ACTION:** 60-Day notice and request for comments.

**SUMMARY:** The U.S. Merit Systems Protection Board (MSPB) is seeking to reinstate and revise a previously approved information collection in accordance with the Paperwork Reduction Act (PRA). The Information Collection Request (ICR) will be submitted to the Office of Management and Budget (OMB) pursuant to the Paperwork Reduction Act (PRA) of 1995 for review and clearance. This information collection, entitled, Customer Surveys, OMB Control No. 3124-0012, is part of MSPB's efforts to improve customer service delivery. The information collection instruments consist of short customer-focused surveys distributed through Qualtrics, MSPB's survey platform. In accordance with agency regulations, MSPB is requesting public comments. The purpose of this notice is to allow 60 days for public comment preceding submission of the collection to OMB.

**DATES:** Consideration will be given to all comments received by May 30, 2023.

**ADDRESSES:** Submit comments by using only one of the following methods:

(1) *Email.* Submit comments to [privacy@mspb.gov](mailto:privacy@mspb.gov).

(2) *Mail.* Submit comments to D. Fon Muttamara, Chief Privacy Officer, Office of the Clerk of the Board, U.S. Merit Systems Protection Board, 1615 M Street NW, Washington, DC 20419.

(3) *Fax.* Submit comments to (202) 653-7130.

All comments must reference OMB Control No. 3124-0012. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to MSPB's website ([www.mspb.gov](http://www.mspb.gov)) and will include any personal information you provide. Therefore, submitting this information makes it public.

**FOR FURTHER INFORMATION CONTACT:** D. Fon Muttamara, Chief Privacy Officer, at

[privacy@mspb.gov](mailto:privacy@mspb.gov). You may submit written questions to the Office of the Clerk of the Board by any of the following methods: by email to [privacy@mspb.gov](mailto:privacy@mspb.gov) or by mail to Clerk of the Board, U.S. Merit Systems Protection Board, 1615 M Street NW, Washington, DC 20419. Please reference OMB Control No. 3124–0012 with your questions.

**SUPPLEMENTARY INFORMATION:** MSPB intends to request approval for a reinstatement and revision of a previously approved information collection and seeks a three-year renewal of its MSPB's Generic Clearance Request for Voluntary Customer Surveys, OMB Control No. 3124–0012. Executive Order 12862, Setting Customer Service Standards, mandates that agencies identify their customers and survey them to determine the kind and quality of services they want and their level of satisfaction with existing services. In addition, OMB Circular A–11, Part 6, Section 280—Managing Customer Experience and Improving Service Delivery, provides guidelines for gathering customer feedback. More recently, the 21st Century Integrated Digital Experience Act (IDEA) requires agencies to use quantitative data from their public-facing websites to improve digital service delivery (Pub. L. 115–336).

Customers and stakeholders include persons who file appeals with MSPB on agency action taken against them (appellants), their representatives, and representatives of the agency which took the action; and Federal officials and members of the public (academicians, researchers, consultants, and web users) who read and use the findings of reports issued by MSPB's Office of Policy and Evaluation (OPE) or who are interested in MSPB's role in overseeing the Office of Personnel Management.

Over the past several years, OPE has used customer satisfaction surveys to evaluate how well MSPB is serving its customers in terms of their perceptions of agency timeliness, fairness, accessibility, and sensitivity in deciding appeals. OPE has also used customer surveys to determine the usefulness of reports issued. As a result of the survey feedback, OPE has established baseline performance measures for both appeals processing and merit systems review responsibilities. OPE has instituted a number of changes to both these processes as a result of feedback obtained from stakeholders. OPE plans to use customer surveys periodically over the next three years to measure the success of changes and to attempt to

identify additional areas where improvements can be made. Stakeholder views are important measures which may be used to report agency performance under the Government Results and Performance Act (GPRA) as amended by the GPRA Modernization Act of 2010.

**Title:** Agency Information Collection Activities; Reinstatement and Revision of a Previously Approved Information Collection.

**OMB Number:** 3124–0012.

**Type of Information Collection:** This is a request for reinstatement and revision of a previously approved information collection.

**ICR Status:** MSPB intends to request approval for reinstatement and revision of a previously approved information collection from the OMB under the PRA of 1995. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

**Abstract of Proposed Collection:** This collection is part of MSPB's compliance efforts pursuant to Executive Order 12862, Setting Customer Service Standards, which mandates that agencies identify their customers and survey them to determine the kind and quality of services they want and their level of satisfaction with existing services. Responses to any collection of information under this ICR are voluntary.

**Affected Public:** Individuals and Households; Businesses and Organizations.

**Estimated Total Number of Respondents:** 600.

**Estimated Frequency of Responses:** Once per year.

**Estimated Total Average Number of Responses for Each Respondent:** Once per year.

**Estimated Total Annual Burden Hours:** 300.

**Estimated Total Cost:** \$11,370.

**Comments:** Comments should be submitted as indicated in the **ADDRESSES** caption above. Comments are solicited to: (a) evaluate whether the collection of information is necessary for the proper performance of the functions of MSPB, including whether the information shall have practical utility; (b) evaluate the accuracy of MSPB's estimate of the burden of the collection of information; (c) enhance the quality, utility, and clarity of the information to be collected; (d) minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) evaluate the estimates of capital

or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

**Jennifer Everling,**

*Acting Clerk of the Board.*

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**BILLING CODE 7400–01–P**

## NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

[Notice 23–025]

### Name of Information Collection: Electronic Medical Record for Implementation of TREAT Astronaut Act

**AGENCY:** National Aeronautics and Space Administration (NASA).

**ACTION:** Notice of information collection.

**SUMMARY:** The National Aeronautics and Space Administration, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on proposed and/or continuing information collections.

**DATES:** Comments are due by May 30, 2023.

**ADDRESSES:** Written comments and recommendations for this information collection should be sent within 60 days of publication of this notice to [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain). Find this particular information collection by selecting "Currently under 60-day Review-Open for Public Comments" or by using the search function.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information or copies of the information collection instrument(s) and instructions should be directed to Bill Edwards-Bodmer, NASA Clearance Officer, NASA Headquarters, 300 E Street SW, JF0000,