

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:** Assess the Migrant Student Information Exchange (MSIX) stakeholder/end-user satisfaction.
2. **Need for the collection:** MSIX is a Major IT Investment and is required to perform an Operational Analysis (OA). As part of this OA, the MSIX Independent Verification and Validation (IV&V) contractor, Avaya Government Solutions, is required to evaluate stakeholder/end-user satisfaction.
3. **Planned use of the data:** The contractor will collect and collate the data and include it in the Operational Analysis Report.
4. **Date(s) and location(s).** During the week of June 7, 2010, the contractor will distribute electronically.
5. **Collection procedures.** The contractor will perform the following:
 - a. An invitation will be emailed to stakeholders/end-users;
 - b. A link to the web-based survey will be included in the email (<https://www.surveymonkey.com/s/MSIX>);
 - c. Responses will be analyzed by an independent Operational Analysis team and included in the Operational Analysis Report.
6. **Number of focus groups, surveys, usability testing sessions.** One (1) survey will be sent to 200 stakeholders/end-users.
7. **Description of respondents/participants.** There are 34 States that have data in the Production Environment of MSIX. The survey will be sent to stakeholders/end-users from these States.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

There is no stipend or incentive.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

Category of Respondent	No. of Respondents	Participation Time	Burden
Stakeholder/end-user	200	10 minutes	33.3 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Stakeholder/end-user	200	\$ 29.93*	10 minutes	\$996.67

*Averaged at GS-11, Step 1 hourly rate.

STATISTICAL INFORMATION

REQUESTED APPROVAL DATE: 6/4/2010

NAME OF CONTACT PERSON: Daryn Hedlund

TELEPHONE NUMBER: 202-401-3008

MAILING LOCATION: LBJ 3E339 (400 Maryland Ave, SW, Washington, DC 20202)

ED DEPARTMENT, OFFICE: OESE/OME