

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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## TITLE OF INFORMATION COLLECTION:

SURVEY       FOCUS GROUP       SOFTWARE USABILITY TESTING

## DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:** Assess the Records Exchange Advice, Communication, and Technical Support (REACTS) stakeholder/end-user satisfaction.
2. **Need for the collection:** REACTS is a Major IT Investment and is required to perform analysis of overall usage based on feedback from users of the system. As part of this research and analysis, the REACTS contractor, Novel Management Group, is required to evaluate stakeholder/end-user satisfaction.
3. **Planned use of the data:** ED will collect and collate the data and include it in the System Usage Research and Analysis Report for MSIX.
4. **Date(s) and location(s).** During the week of **March 28, 2011**, 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 Research/Analysis team (Novel/Ed) and included in the System Usage Research and Analysis Report.
6. **Number of focus groups, surveys, usability testing sessions.**  
One (1) survey will be sent to 300+ stakeholders/end-users.
7. **Description of respondents/participants.** There are 40+ States that have data in the Production Environment of MSIX/REACTS. The survey will be sent to stakeholders/end-users from these States.

## AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

**BURDEN HOUR COMPUTATION** (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*): Total annual burden for 3-years

Category of Respondent	No. of Respondents	Participation Time	Burden
Stakeholder/end-user	350	30 minutes	525 hours

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
Stakeholder/end-user	350	\$ 45.05*	30 minutes	\$7883.75

\*Averaged at GS-13/5, Step 1 hourly rate.

**STATISTICAL INFORMATION**

**REQUESTED APPROVAL DATE:** 3/22/2011

**NAME OF CONTACT PERSON:** Jennifer Dozier

**TELEPHONE NUMBER:** (202) 205-4421

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

**ED DEPARTMENT, OFFICE:** OESE/OME