

ABBREVIATED SUPPORTING STATEMENT

AGENCY: Pension Benefit Guaranty Corporation

TITLE: Usability Testing of PBGC.gov

STATUS: Generic ICR under Customer Service Focus Groups and Surveys, OMB control number 1212-0053 (expires 12/31/2012)

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1. Need for the collection. PBGC needs this collection to obtain customer feedback on proposed changes to PBGC's Web site, www.pbgc.gov.
2. Intended use. PBGC plans to use the responses for the sole purpose of improving customer service. PBGC will protect the confidentiality of the responses to the extent provided by law.
3. Description of respondents. The 12 respondents will be composed of 6 participants in terminated plans for which PBGC serves as trustee (3 from plans terminated within the past year and 3 from plans terminated at least a year ago); 2 participants in an ongoing plan PBGC insures; and 4 pension plan practitioners.
4. Information collection procedures. Potential respondents will be contacted by telephone to be screened for participation in the usability testing sessions. Each respondent selected will be contacted by telephone at a pre-arranged date and time during which the respondent will be at home or other computer. Each respondent will be asked to log into a Web site, to do various tasks, and to provide feedback on their experience. The sessions will be scheduled for April 28 – 29, 2010, and will be conducted by Siteworx, a PBGC contractor.
5. Expected response rate. Based on the contractor's experience for sessions of this kind, PBGC estimates about an 80% initial response rate. Those respondents who miss the scheduled session will be contacted to reschedule the session. If rescheduling is not possible, a new respondent who fits the desired criteria will be contacted as a replacement.
6. Justification for incentive. An incentive of \$25 will be paid to those who participate in the usability testing sessions.
7. Estimated burden. The telephone screener portion is expected to involve only a *de minimis* burden of several minutes. The usability testing session is scheduled for 1 hour. No travel time is incurred. The total burden will be 12 hours for the 12 respondents.
8. Methodology. As a usability session, this collection does not involve use of statistical methodology.