

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 MSIX usage, MSIX Training, MSIX and REACTS help desk effectiveness and Communications quality and frequency in each State from the MSIX user perspective. The form is an opportunity for each MSIX user to assess the extent of knowledge, usage and implementation of the MSIX system in their areas.
2. **Need for the collection:** MSIX and REACTS are Major IT Investments and are required to perform analysis of overall usage based on feedback from users of the system. As part of this research and analysis, the MSIX and REACTS contractors, are required to promote penetration of usage of MSIX and REACTs in each state and monitor progress of the implementation and help move each state further along in the process.
3. **Planned use of the data:** The contractor will collect and collate the data and include it in the System Usage Research and Analysis Report.
4. **Date(s) and location(s).** Upon IC approval, this form is uploaded to Survey Monkey and the link to the survey is forwarded to everyone (via email) on a mailing list (of MSIX users). The contractor will distribute the form electronically and receive responses electronically also.
5. **Collection procedures.** The contractor will perform the following:
 - a. The link to this survey form will be emailed to all MSIX users
 - b. An email reminder will be sent again with the link (about 1-2 weeks after the initial email)
 - c. Responses are expected to be completed 2 weeks after second email
 - d. Responses will be analyzed by an independent Research/Analysis team (REACTS/MSIX) and included in the System Usage Research and Analysis Report.
6. **Number of focus groups, surveys, usability testing sessions.**

We expect greater 400 MSIX users will respond (out of approximately 800 recipients of the surveys)
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 all users of the MSIX system 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*):

Category of Respondent	No. of Respondents	Participation Time	Burden
MSIX Users	400	15 minutes	100 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
MSIX Users	400	\$ 45.05*	15 minutes	\$4505.00

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

STATISTICAL INFORMATION

REQUESTED APPROVAL DATE: 3/1/2012

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