Survey Planning and Design Document

Survey of EDIS User Satisfaction Using EDIS of the Section 337 and Title VII Community

The U.S. International Trade Commission (USITC) is implementing a survey to gather feedback to evaluate the level of user satisfaction with the USITC's Electronic Document Information System (EDIS), a web-based service that allows users to file, validate, search for, and access documents related to Commission investigations. The survey responses will also be used to update functionality as part of an ongoing re-engineering effort of EDIS.

A. The Survey Population

This will be a voluntary, web-based survey. The survey population likely will include groups alerted to the survey through several means. The principal avenue will be through a notice and link to the survey posted on the EDIS Home, Submission and Search pages. A news release directing interested parties to the survey on the agency's web page will also be posted. The news release will appear on the agency's web page and will be distributed via email to the agency's pre-existing list of self-subscribing entities.

B. Field Testing

In June 2014, the USITC field tested the survey with regard to scope and clarity of questions. Individuals with the organizations presented in the table below were identified as participants for field testing of the survey.   The participants in field testing were encouraged to circulate the survey to others within their firms who might want to provide feedback and provide a common response for their firm.

Name	Organization	Email Address
Valencia Harvey	Stewart & Stewart	VHARVEY@stewartlaw.com
Roger Schagrin	Schagrin Associates	schagrin@erols.com
Pat Cotton	Adduci, Mastriani & Schaumberg	cotton@adduci.com
Monty Fusco	Fish & Richardson P.C.	fusco@fr.com

In addition, the survey was circulated amongst the EDIS Policy Working Group within the USITC to get feedback from internal users of EDIS.

Below is a table providing comments from field test participants and actions taken in response to those comments. Comments on the survey were received from three field testers.

Field Tester	Recommendation	Comment/Solution
David Lloyd (EDIS Policy Group)	1. You might want to consider using more descriptive phrases for the functions you are asking about (e.g., instead of "submission," consider "submitting documents" or "filing documents"; and I'm not sure what you mean by "EDIS web service").	1. Renamed "Submission" to "Submitting/Filing Documents". 2. Removed question regarding EDIS Web Service.
Pat Cotton	1. A couple of the questions seem vague - e.g. EDIS Help (**documentation of website**) - I'm not sure what this means. Same with "**Reports**". Perhaps more explanations should be provided. 2. The comment boxes should be larger.	1. Provided clarifying explanation about what EDIS Help covers. 2. Renamed "Reports" to "Document Filing Report" to be more specific. 3. The comment boxes will be expandable when the survey is

	3. This survey should only take the user 5-10 minutes to complete.	implemented in the survey tool. 3. Used this information to calculate the cost.

C. Reporting Burden and Projected Cost

The reporting burden is estimated to be:

Total number of survey respondents:	(No.)	Not to exceed 200
Frequency of response:	(No.)	1
Average completion time per survey:	(hours)	0.20
Total burden:	(hours)	40 hours
Total cost:	(dollars)	$2,680 (40 hours X $67/per hour)

Note: The hourly cost estimate reflects the average USITC employee hourly cost.