

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-0956)

TITLE OF INFORMATION COLLECTION: CDC Solve the Outbreak Mobile Application Usability Testing

PURPOSE:

The information collected from participants will help ensure that users of the app have an effective and satisfying experience with the Solve the Outbreak app. This feedback will provide insights into our user’s perceptions, experiences and expectations of the app. These collections will allow for ongoing, collaborative and actionable communications between the Agency and the app users. It will also allow feedback to contribute directly to the improvement of the app. (See attachment A: Protocol)

DESCRIPTION OF RESPONDENTS:

This is a voluntary survey, participants will fall into the following groups:

- Teachers & School Administrators
- Students
- Public Health Professionals
- General Public

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Sharon McAleer

To assist review, please provide answers to the following question:

