

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

Expiration Date: 06/30/2017

TITLE OF INFORMATION COLLECTION:

Office of Response and Restoration Usability Testing of Web site Mobile Design with External Users

PURPOSE:

National Oceanic and Atmospheric Administration’s (NOAA) Office of Response and Restoration (OR&R) maintains an interdisciplinary team to respond to oil and chemical spills and other hazards threatening coastal environments and communities. Among its specialized skills, the office forecasts the movement and behavior of spilled oil and chemicals, evaluates the risk to resources, and recommends protective and cleanup actions. OR&R also provides training, prepares and tests spill response contingency plans, and conducts research to improve response capabilities.

OR&R is adapting the Web site response.restoration.noaa.gov to make it responsive to different sized screens (i.e., for mobile phones and tablets). The Web team is conducting usability testing of various iterations of the design for the Web site to improve the user experience while navigating the site on a mobile device.

DESCRIPTION OF RESPONDENTS:

Key user groups who need to navigate response.restoration.noaa.gov successfully and from whom we plan to collect anonymous feedback during usability testing include the U.S. Coast Guard, state government spill responders, nongovernmental organizations, university students and faculty, firefighters working in hazardous material response, and other offices within NOAA.

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., Web site 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: ___ Vicki Loe _____

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	3	30 minutes	90 min
State, local, or tribal government	3	30 minutes	90 min
Federal Government	6	30 minutes	3 hours
Totals	12		6 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$600 (includes approximate cost of time for contractor to administer test).

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Based on the mission and mandates of NOAA’s Office of Response and Restoration, the office must provide certain products and services to the U.S. Coast Guard, Environmental Protection Agency, and other state, local, and private hazardous material responders and planners. In addition, previous Web site user surveys have identified the types of people who use this website. Therefore, the office will reach out to professional and personal contacts to recruit volunteers who fall into these categories of potential users of the Web site.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web -based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.