

Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 2120-0746)

TITLE OF INFORMATION COLLECTION: AVCamsPlus Website and Mobile App Usability Survey

PURPOSE: The purpose of the AVCamsPlus website and mobile app usability data collection is to assist the agency in improving existing AVCams website and the newly developed mobile apps for delivery of weather information pilots. Participation by respondents is voluntary and it does not impose a significant burden on respondents. The collection does not require statistical rigor in order to have practical utility for improving the AVCamsPlus website and mobile app. Only descriptive statistics will be used to derive requirements for each iteration of the software. Public dissemination of these results is not intended and the data will be used for development purposes only.

DESCRIPTION OF RESPONDENTS: Respondents are individual pilots.

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: Daniela Kratchounova, Ph.D.

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

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? [] Yes [✓] No
- 2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
- 3. If Applicable, has a System of Records Notice 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
Pilots	~50	~20 min	~ 20 hours
Totals	~50	~20 min	~20 hours

FEDERAL COST: The estimated annual cost to the federal government for collecting usability feedback from pilots on using the website and the mobile apps is 15,000.

Support Activity/Product/Deliverable	Projected Cost (\$)
Build and manage database	5,000
Develop surveys across modes (computer, mobile)	5,000
Survey software license	5,000
*TOTAL	15,000

*The cost of FAA employee time is not included because their involvement is within their assigned duties and PC & B expenses will be incurred for these employees whether or not this project is undertaken.

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.

There are no prerequisites to participate in the online surveys. Pilots were initially recruited from Alaska Air Carriers Association and the Alaska Airmen's Association who are routinely using the already existing AVCams website. In addition, a group of FAA pilots were recruited from the Atlanta ACO, Long Beach FSDO, and the AEG in Long Beach. These pilots will voluntarily participate in the testing of the new AVCamsPlus website and the mobile apps via a link to an online survey.

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.