

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1615-0121)**

**TITLE OF INFORMATION COLLECTION:** my.uscis.gov Navigation Test

**PURPOSE:**

This usability study aims to gather data about the effectiveness of the current navigation design and structure on my.uscis.gov. It is the first of four planned rounds of usability testing as we research and re-design myUSCIS’ site navigation for desktop and mobile to create a more unified experience for both signed-in and signed-out customers.

**DESCRIPTION OF RESPONDENTS:**

Participants will be asked to complete five tasks on the my.uscis.gov production site using the Loop11 usability testing web application. As users first come to my.uscis.gov, a modal will appear offering them the opportunity to take part in a survey (like the way a ForeSee survey begins). After opting in, users will try to complete each task, but may abandon tasks if they do not think they can complete them.

**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: Eric Cohen \_\_\_\_\_

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, 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 or 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 [X] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	50	7 mins	6 hrs
<b>Totals</b>	<b>50</b>		<b>6 hrs</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0.00 (Loop11 is an annual license fee of \$1,900/year which has already been paid. Unlimited tests, like this one, can be run with this license, therefore this particular test is \$0.00.

**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 [ X] 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?

Our goal is to have 50 participants complete the test. Since we will be using the my.usics.gov production site, we will recruit anyone who visits the website. This works well for navigation testing as navigation is a site-wide feature that is used by different types of users – customers, attorneys, representatives, USCIS staff, etc. While customers may be our primary audience, we should consider other stakeholder groups as we test and design navigation.

**Administration of the Instrument**

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