



DEPARTMENT OF HEALTH AND HUMAN SERVICES

Office of the Secretary
Washington DC 20201

MEMORANDUM

TO: OMB Desk Officer

THROUGH: Sherrette Funn, OS Reports Clearance Officer

FROM: Darryl K. Cunningham

SUBJECT: Request to Change 0990-0379, **“Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (Online Customer Surveys)”**

DATE: February 27, 2015

ASPAs requests OMB approve a modification to our Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (Online Customer Surveys).

We are requesting additional burden hours from previously approved amount 67,000 to 500,000 burden hours.

The Digital Communications Division (DCD) within the Office of the Assistant Secretary for Public Affairs (ASPAs) is responsible for maintaining the HHS premier website, HHS.gov. As such, the DCD has begun the task of totally redesigning the front-end website as well as the back-end architecture to enhance the end-user experience. The DCD will utilize current website surveys to capture user satisfaction as well as future surveys in 3 to 6 month increments to verify the various phases of website redesign are achieving the desired effect for the end-user.

In addition, other activities within the Office of the Secretary (OS) of HHS are grouped with ASPAs to utilize the same OMB control number for surveys. The other activities within OS are adhering to the GSA mandate to capture user satisfaction for their website information and the services they render. It is for these reasons that we require additional burden hours for OMB control number 0990-0379.

Please provide us with the Notice of Action upon OMB approval.

Estimated Annual Reporting Burden				
Type of Collection	No. of Respondents	Annual Frequency per Response	Hours per Response	Total Hours

Estimated Annual Reporting Burden				
Website Customer Satisfaction Survey	3,000,000	At least one-time	10/60	500,000

Thank you.