

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)**

**TITLE OF INFORMATION COLLECTION:** MY NASA DATA Website -  
Basic User Satisfaction Survey

**PURPOSE:** This basic satisfaction survey is intended to gain feedback from individuals who use the MY NASA DATA website. Developed in 2004 by the Science Directorate at the NASA Langley Research Center, the MY NASA DATA project, through its website, provides reference and learning materials for the general public/individuals to include but not limited to educators, students, citizen scientists, etc.

This satisfaction survey will be administered via pop-up. The requested feedback pertains to the user, the MY NASA DATA resources they seek, and their satisfaction with the MY NASA DATA Website experience.

Feedback will be used to plan future updates to the MY NASA DATA website for the purpose of enhancing/enriching resources available to users.

The survey will be administered electronically. Skip logic is incorporated throughout the survey enabling respondents to navigate to questions relevant to their particular use of MY NASA DATA.

Survey responses will be retained in accordance with NASA Records Retention Schedule 1392, 68D.

### **DESCRIPTION OF RESPONDENTS:**

Targeted respondents are individuals 18 years of age and older that use the MY NASA DATA website.

Respondents will be randomly selected via a pop-up box on the website. Visitors will be presented with the option to easily opt out by closing the window.

### **TYPE OF COLLECTION:** (Check one)

- |                                                                       |                                                                  |
|-----------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input 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.

- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- The collection is targeted to the solicitation of opinions from respondents who have experience with the program.

**Name: Lin H. Chambers, Lead for Communications, Education, and Public Engagement, Science Directorate, NASA Langley Research Center**

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

**Personally Identifiable Information:**

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

*SORN: NASA 10EDUA, NASA Education Program Evaluation System*  
[http://www.nasa.gov/sites/default/files/files/NASA\\_10EDUA-2009.pdf](http://www.nasa.gov/sites/default/files/files/NASA_10EDUA-2009.pdf)

**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	2500	5 minutes	208 hours
<b>Totals</b>	<b>2500</b>	5 minutes	<b>208 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$2640. The cost is based on an annualized effort of 80 person-hours at the evaluator’s rate of \$33/hour for administering the test survey, collecting and analyzing responses, and editing the survey for ultimate approval through a generic clearance package.

**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**

- 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

Potential respondents are individuals who use the MY NASA DATA website, a publicly accessible website. Randomly selected visitors to the website will be given the option to opt out or opt in of the survey via a pop-up window. Selected visitors who meet the age criterion and

want to opt in should select that option. Visitors who do not meet the age criterion and/or who do not wish to complete the survey will select the appropriate button to close the pop-up and continue their use of the MY NASA DATA website.

**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.**