

Request for Approval under the
“Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 3095-0070)

TITLE OF INFORMATION COLLECTION: External Schedule Review (ESR) Website
Testing by External User

DATE OF REQUEST: 10/5/2018

PURPOSE: The purpose of the information collection is to conduct usability testing to ensure a positive user experience for users of the public ESR website. NARA will reach out to attendees to NARA’s meetings with civil society representatives, as well as several people who frequently comment using our current process where comments are submitted via email.

DESCRIPTION OF RESPONDENTS: Persons external to agency.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| ☐ Customer Comment Card/Complaint Form | ☐ Customer Satisfaction Survey |
| ☒ Usability Testing (e.g., Website or Software) | ☐ Small Discussion Group |
| ☐ Focus Group | ☐ 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: Anne Mason

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	Annual Burden Hours
(1) Individuals or Households	100	5 minutes	8.3
(3) State, local, or tribal governments			
Totals	100	5	8.3

FEDERAL COST: The estimated annual cost to the Federal Government is \$0.

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?

Members of the general public who visit the website in question and are randomly prompted to review and comment on proposed agency records control schedules.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media (if applicable, please add url)
☐ Telephone
☐ In-person
☐ Mail
☐ Other, Explain _____
2. Will interviewers or facilitators be used? ☐ Yes ☒ No
3. Length of Collection: From: [Click here to enter a date.](#) To: [Click here to enter a date.](#)

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