

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)

TITLE OF INFORMATION COLLECTION:

My HealthVet Summative Usability Test

PURPOSE: HFE will perform summative testing on the website to validate its usability. The areas to be tested will be based on two previously conducted summative tests.

DESCRIPTION OF RESPONDENTS:

HFE contract staff will recruit, screen, and schedule 18 Participants according to the following profile: _

- Veteran Status (development team will provide credentials for access to the test site).
- Age Range:
 - o 25 to 45 (28% or approx. 5 Veterans).
 - o 46 to 64 (28% or approx. 5 Veterans).
 - o 65 or order (44% or approx. 8 Veterans).
- Gender Mix:
 - o 72 % Male (approx. 13 Veterans).
 - o 28% Female (approx. 5 Veterans).

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: William Plew, Usability Specialist, Human Factors Engineering

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

Personally Identifiable Information:

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

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [X] Yes [] No

Participant incentive is covered by the HFE Recruitment Contract which recruits participants via a contractor. The participant incentive is pre-determined in this contract and non-negotiable, hence the deviation from OMB incentive standards. This contract was reviewed by General Counsel and awarded by a warranted Contracted Officer.

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (× minutes =)	Burden (÷ 60 =)
Individuals – Face to face Usability Test	18	x 60 = 1080	18 hrs
Totals			18 hrs

FEDERAL COST:

The total cost to the Federal Government is approximately \$37,377.03.

(a) Cost for Participants:

$$12 \text{ participants} \times \$541 \text{ per participant} = \$9,738$$

This cost was determined from the participant contract, broken down by total number of allotted participants. This cost has already been paid for upfront in the current contract in effect.

(b) Cost for Employee Work Hours:

$$1 \text{ Employee GS-12 } (\$34.58/\text{hr}) \times 216 \text{ work hours} = \$7,469.28$$
$$1 \text{ Contractor } (\$90/\text{hr}) \times 216 \text{ work hours} = \$19,440$$

This includes employment cost x labor hours for the two primary team members of the project, in addition to the cost of the reviewing team member of the final documentation.

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?

The participations will be recruited via the HFE Recruitment Contract which is already in place. This contract provides Veteran participants with compensation and is already pre-paid for as part of HFE's yearly budget. More info regarding the participant recruitment contract is available upon request.

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.