

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

TITLE OF INFORMATION COLLECTION:

PURPOSE:

NASA is migrating all end users from NOMAD to Microsoft Office 365. Microsoft Office 365 is a cloud-based subscription service that provides NASA users with access to the programs and apps used daily. This survey will gauge HQ users’ satisfaction with this phrase of the migration in order to improve future phrases.

DESCRIPTION OF RESPONDENTS:

NASA HQ users (civil servants and contractors) that have migrated to Office 365 who volunteer to take the survey.

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.
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: Sun Chan

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	Burden
Private Sector (NASA HQ Contractors)	1,942	3 minutes (1/20 hour)	97.1 hours
Federal Government (NASA HQ Civil Servants)	1,277	3 minutes (1/20 hour)	63.85 hours
Totals	3,219		160.95 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$4,828.50 at \$30/user/hour for 3,219 [100% response rate] survey users [multiplied by the burden] 160.95 x \$30 = \$4,828.50.

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?
[x] 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?

Potential respondents will be HQ Employees (3,219 employees) that have migrated to Office 365. We will email the entire universe of HQ employees in hopes of receiving a 20% to 25% response rate. Source of HQ Employees: IdMAX – that’s the “source of record” for identity information.

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
 - [x] Other, Explain (HQ users will be emailed a link to complete the survey in Key Survey. <http://keysurvey.hq.nasa.gov/f/331852/15f5/>)
2. Will interviewers or facilitators be used? [] Yes [x] No

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