

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

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**TITLE OF INFORMATION COLLECTION:** Post-telework Survey

**PURPOSE:**

NASA exercised a telework day for the entire Agency on Friday, March 6, 2020. The NASA OCIO is interested in collecting information from civil servants, contractors, and other NASA users about the telework user experience leveraging existing NASA IT resources. We are collecting information on participation rates and reasons, reliability and usefulness of collaboration technology, and network stability and will be using this information to measure and improve the quality of the telework experience. This collection is voluntary and does not include any PII.

**DESCRIPTION OF RESPONDENTS:** All civil servant, contractor, and other workforce (university affiliate researchers, etc) at all NASA Centers.

**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: Luis Bares

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 Contractors and other NASA users)	38,500	3 minutes	1925 hours
Federal Government (NASA Civil Servants)	17,500	3 minutes	875 hours
<b>Totals</b>	<b>56,000</b>		<b>2800 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is  
56,000 respondents x 0.05 hours per response = 2800 hours  
2800 hours x \$20/hour = **\$56,000**

**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 [x] 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 list of survey recipients will be created by looking at NASA network activity. Every badged NASA user who's on the NASA network will be included on the recipient list, including the civil servant and contractor populations. This list will represent the whole population of NASA employees (civil servants, contractors, university affiliates, etc) who perform duties using digital assets as part of their job.

### **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: The survey will be built, sent out, and responses will be collected in Microsoft Forms
2. Will interviewers or facilitators be used? [ ] Yes [x] No