

**FAST Track 3090-0297  
Req-26**

**GSA.gov user-interviews**

Participants for user-interviews will be identified through the current VETS II and 8a STARS II small business contract holders. The focus will be to ask participants their views on using gsa.gov web pages, what they currently find enjoyable and what information they feel is lacking on the page.

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The following introductory email will be sent to potential participants:

*Hi there:*

*I'm a member of the General Services Administration's Office of Customer Experience. We're working on a long-term project to improve GSA's web presence offerings.*

*Would you be interested and available to spend 30 minutes with our team to discuss your experience (if any) with GSA.gov?*

*Feel free to forward this to the appropriate person in your company/organization, if you're not the right audience.*

*If so, we'll reach back out and schedule a time that works for you.*

*Thank you for your time,*

*GSA Office of Customer Experience*

*P.S. We fully recognize that things might be more stressful these days than normal, so if this isn't a good time, but you're interested in participating in website feedback sessions in the future, do let us know that too.*

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Participants will be asked the following questions:

Q1 Tell us a bit about what your company does?

Q2 What GSA sites do you use the most?

Q3 Have you ever been to GSA.gov?

Q4 What are some of your common issues navigating these sites?

Q5 What is your perception of navigating gsa.gov web-pages?

Q6 Which information is currently lacking on gsa.gov web-pages?

Q7 Which parts of gsa.gov are helpful?

**PRA statement:**

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This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 30 minutes to answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.