Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: O7O4-O553 Y)

TITLE OF INFORMATION COLLECTION: Sen$e Beta Testing

PURPOSE: The purpose of the Beta testing period is to allow the app to gain limited, real-world exposure and to collect data and feedback associated with that exposure. In order to test new features in the application prior to their release, the team will be utilizing existing testbed systems such as Apple's Testflight for iOS Beta testing and Microsoft's HockeyApp for Android testing, whereby a pool of participants can be invited to download the application for use in the evaluation. For this testing period, up to three (3) discrete and separate milestone builds will be released in order to capture and elicit feedback and performance data over a period of time up to three (3) months in length. The resulting data collected will be analyzed to determine the effectiveness of the application and user acceptance with the application. The results shall be presented to the Government in a research report.

DESCRIPTION OF RESPONDENTS: In order to incorporate a broad range of end-users for the Beta testing period, participation will be available to both Service members and civilians with a focused effort on recruiting Service member participants. Volunteers must be at least 18 years of age to participate in this evaluation.

Participants qualifying as 'Service members' must be a current or former member of the military (or military family) Active Duty, National Guard, or Reserves. Participants qualifying as 'general population' will not have, at any time, been a member of the Armed Services, National Guard, or Reserves. Volunteers will not exceed 100 total people during a single testing period. Recruitment may follow several avenues of approach, using social media to garner interest (e.g., Twitter, Instagram, or Facebook posts on the Office of Financial Readiness official pages as well as project team social media channels). Emails may also be sent to list servers of eligible end-users to elicit interest and volunteers for participation. Socialization of Beta testing will include a brief summary of the purpose and participant level of effort as well as an invitation link to download the application. Please see Appendix A for an example of this summary.

Service member participants should follow Command policies regarding participation in this activity. Additionally, participants will indicate their informed consent through the voluntary download of the application via invitation link. Command will have no knowledge of whether volunteer participants elected to participant in this Beta testing period.

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   [X] Other: Feedback Via Email

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: _____ Archeon H. Ghat Director, Financial Resources, GS-15

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [X] 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 [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government	300	30 min per person	150
Totals	300	30 min per person	150

PUBLIC COST: The estimated annual cost to the public is $1,421.25

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?

The Office of Financial Readiness and QIC will target an actual end-user sample for this assessment however, any individual meeting the eligibility criteria may participate. QIC will work with the Office of Financial Readiness to recruit up to 40-60 end-users. Participants should follow Command policies regarding participation in this research. Additionally, participants will complete informed consent paperwork in the absence of Command. Command will have no knowledge of whether volunteer participants elected to participant in the summative evaluation.

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 – All feedback will be collected via email or usage metrics built into the application

2. Will interviewers or facilitators be used? [ ] Yes [X] No

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