

Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback" OMB Control Number: O704-0553

TITLE OF INFORMATION COLLECTION: SenSe Summative Testing

PURPOSE: The goals of the summative testing include: (1) evaluating usability, user-satisfaction and expectations of the user interface and functionality, including workflow and success rate, and (2) evaluating the training effectiveness of the application through end-user knowledge acquisition. To achieve these goals, we will leverage validated surveys found in the literature and developed assessments and a subjective feedback protocol to support the summative assessment. Responses to the surveys, assessments, and protocols will inform the project team of the effectiveness of the application and user acceptance with the application, and potential design enhancements.

DESCRIPTION OF RESPONDENTS: End-user volunteers must be at least 18 years of age. They must be a current or former member of the military (or military family) Active Duty, National Guard, or Reserves. They must not have participated in previous assessments of this application or have had any exposure to the interface. An end-user sample (60 participants) is targeted for this assessment however, any individual meeting the eligibility criteria may participate. 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 participate in the summative evaluation.

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: *A. H. Chow* *Andrew H. Chow* Director, Financial Readiness, GS-15

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 |
|------------------------|--------------------|--------------------|--------|
| Federal Government | 60 | 1 hour per person | 60 |
| Totals | 60 | 1 hour per person | 60 |

PUBLIC COST: The estimated annual cost to the public is \$570.

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?

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.

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