

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1615-0121)

TITLE OF INFORMATION COLLECTION: USCIS Mobile/Desktop Satisfaction Survey (Qualtrics)

PURPOSE: The purpose of this survey is to gather feedback regarding the user experience on the mobile version of USCIS.gov. The latest changes are to further clarify the existing questions and gather additional insights from key visitor groups. The open-ended comments are added to provide additional context and get more specific details around what is working and what is not. Skip logic is incorporated throughout the survey to streamline the survey and make it as efficient as possible.

DESCRIPTION OF RESPONDENTS: The survey respondents are mobile users of uscis.gov.

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: Patricia H McKenzie

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice 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	No. of Responses Each	Total Annual Responses	Participation Time (in hours)	Burden (in hours)
Individuals/ Households	22,583	1	22,583	0.14	3,162
Totals	22,583	1	22,583	0.14	3,162

FEDERAL COST: The estimated annual cost to the Federal government is \$0, based on USCIS adding this survey to a preexisting platform that would deploy the survey and consolidated data at no additional cost.

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?

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[x] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [x] No