Estimated burden hours: (2) minutes to complete (per Survey Monkey) x 1565 respondents. 1565 is 30% of the # (5218) of online requests submitted july 2021 and july 2022 = 3130 minutes/52hours on an annual basis). 30% is on the higher end of an average response rate.

The questions were derived from UX database of questions on GSAs website.; The survey will be linked in two places - (1) in the email response that Lori sends with the attached documents and (2) on the online form (ex: take a short survey - something like that).