

GSA is requesting a non-substantive change under 3090-0297, expiration date 08/31/2022, to extend the number of approved burden hours by 10,000, from 13,289 to 23,289.

Over the last two years, GSA has dramatically increased the number of feedback collections implemented on websites and other digital properties. This is due to: 1) compliance with the 21st Century Integrated Digital Experience Act; 2) a greater overall emphasis on customer feedback by GSA leadership; and 3) increased awareness of the feedback collection tools available to website and web application owners. In addition, the COVID-19 pandemic has driven more users to USA.gov, one of the largest GSA-owned websites, resulting in a threefold increase in survey responses on that website's feedback survey. We did not anticipate the increased demand for public-facing surveys, nor the increase in traffic on USA.gov, so we lack the appropriate number of burden hours to carry us through our current clearance's expiration date of 08/31/2022.

We are estimating an additional 150,000 survey responses across a number of web and ancillary surveys. This estimate is based on: 1) the number of web properties at GSA, 2) projected traffic via Google Analytics; and 3) projected survey response rates. We estimate that each survey will take on average 4 minutes per response for an increase of 10,000 hours from 13,289 to 23,289. In addition, the total number of responses will increase by 150,000 responses from 208,075 to 358,075.