

## **Supporting Statement for the Board Public Website Usability Surveys (FR 3076; OMB No. 7100-0366)**

### **Summary**

The Board of Governors of the Federal Reserve System (Board), under authority delegated by the Office of Management and Budget (OMB), has extended for three years, without revision, the Board Public Website Usability Surveys (FR 3076; OMB No. 7100-0366). The Board uses the ad hoc FR 3076<sup>1</sup> to seek input (1) from users or potential users of the Board's public website<sup>2</sup> and social media tools, (2) about the Board's outreach, and (3) about other communication tools used by Board. The FR 3076 is offered to a diverse audience of individuals including consumers, bankers, media, government employees, educators, and others. Responses to the FR 3076 are used to help improve the usability and offerings on the Board's public website and other online public communications. The FR 3076 comprises two parts: surveys and focus groups. The frequency of the surveys and content of the questions varies as needs arise for feedback on different Board resources<sup>3</sup> and from different audiences. The FR 3076 surveys may be conducted up to 12 times per year. In addition, the Board plans to conduct up to four focus group sessions per year.

The estimated total annual burden for the FR 3076 is 420 hours.

### **Background and Justification**

The Board's Office of Board Members communicates through the Board's public website with the Congress, other government agencies, the public, economic educators, economists, financial institutions, financial literacy groups, and community development groups. Communication of vast amounts of information can take the form of video, photos, and social media. The Board strives to ensure that all online communications provide an up-to-date, accurate, comprehensive, clear, easy to use, and easy to understand body of information to support the Board's missions, strategic objectives, and public outreach initiatives.

A 2012 Presidential Memorandum stated that "to enable data-driven decisions on service performance, government agencies will be required to use analytics and customer satisfaction

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<sup>1</sup> Certain criteria apply to information collections conducted via the Board's ad hoc clearance process. Such information collections shall (1) be vetted by the Board's clearance officer, as well as the Division director responsible for the information collection, (2) display the OMB control number, (3) inform respondents that the information collection has been approved, (4) be used only in such cases where response is voluntary, (5) not be used to substantially inform regulatory actions or policy decisions, (6) be conducted only and exactly as described in the OMB submission, (7) involve only noncontroversial subject matter that will not raise concerns for other Federal agencies, (8) include information collection instruments that are each conducted only one time, (9) include a detailed justification of the effective and efficient statistical survey methodology (if applicable), and (10) collect personally identifiable information (PII) only to the extent necessary (if collecting sensitive PII, the form must display a current Privacy Act notice). In addition, for each information collection instrument, respondent burden will be tracked and submitted to OMB.

<sup>2</sup> See <https://www.federalreserve.gov/>.

<sup>3</sup> Different Board resources include web content or proposed web content, a new web application search function, a major change in offerings of data formats or restructuring of content on the website.

measurement tools on all .gov websites.”<sup>4</sup>

The U.S. General Services Administration (GSA) also issued a statement that “agencies should ensure that they collect, analyze, and report on a minimum baseline set of performance and customer satisfaction measures. It’s important to collect a variety of metrics—not just visits or page views—to get a holistic picture of how well you’re delivering your digital services and information.”<sup>5</sup>

In accordance the Presidential Memorandum and GSA recommendation, the Board surveys website visitors about their web experience and needs to gain insight to help improve the usability and offerings of the Board’s website. More specifically, the survey enables the Board to conduct periodic reviews and evaluations of web materials and develop and evaluate web materials under consideration for outreach.

This information is not available from other sources.

### **Description of Information Collection**

The FR 3076 is used to gather qualitative and quantitative information directly from users or potential users of the Board’s website such as the Congress, other government agencies, the public, economic educators, economists, financial institutions, financial literacy groups, and community development groups and more. Participation is voluntary.

The FR 3076 may seek information from users or potential users of various Board web pages, including press releases, data releases and downloads, reports, supervision manuals, brochures, new web pages, audio, video, and use of social media. Information gathered may also include general input on users’ interests and needs, feedback on website navigation and layout, distribution channels, or other factors which may affect the ability of users to locate and access content online.

Qualitative collections conducted using the FR 3076 include data gathering methods such as focus groups and individual interviews. Quantitative surveys conducted using the FR 3076 include surveys conducted online or via mobile device, telephone, mail, e-mails, or a combination of these methods. The Board may contract with an outside vendor to conduct focus groups, interviews, or surveys, or the Board may collect the data directly.

As the Board’s public website continues to evolve, the Board may seek input from users or potential users of the Board’s public website on questions such as:

- Did you find the content and layout relevant and of value?
- How did you find the content you were looking for?
- Was the navigation useful?
- How did you learn about the content?
- How did you access the content? (e.g.: paper copy distributed at an event, online, or

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<sup>4</sup> See <https://obamawhitehouse.archives.gov/sites/default/files/omb/egov/digital-government/digital-government.html>.

<sup>5</sup> See <https://digital.gov/2013/07/15/digital-metrics-for-federal-agencies/>.

mobile device). If online or through a mobile device, was the document printed, viewed on a tablet, or on a computer screen?

- What suggestions do you have for improving the format and appearance of online presentation? (e.g.: readability - font size, charts, and graphs; organization of information; and navigating - indexing, search tools, and links)
- What other information would be of value to enhance the online tool or information?

### **Respondent Panel**

The FR 3076 panel comprises individual users and potential users of the Board's public website.

### **Time Schedule for Information Collection**

The time schedules for the collection and analysis of data and distribution of results for each survey is determined during the planning phase prior to the start of the data collection.

### **Public Availability of Data**

Before data collection begins, the voluntary respondents are given an explanation of the purpose of the survey and how the data will be used. Such information may be provided on the survey instrument or through communication from the Board or a contractor or partner working with the Board. The data may be grouped with responses from other surveys. The Board does not anticipate releasing or publishing the data but may share the data with Federal Reserve Banks, contractors, or other outside parties that the Board may collaborate with in producing or disseminating publications, or in evaluating online communication efforts.

### **Legal Status**

The Board uses its website and social media to communicate important information to the public about a variety of different issues. The Board is required to provide certain information on its website. For example, under section 2B of the Federal Reserve Act the Board is required to provide certain reports, audits, and other information that "the Board reasonably believes is necessary or helpful to the public in understanding the accounting, financial reporting, and internal controls of the Board and the Federal reserve banks" (12 U.S.C. § 225b(c)). In addition, the Board uses its website to provide the public with information about a variety of other matters, including information about the Board, its actions, and the economy. The responses to the FR 3076 help the Board determine how to most effectively communicate this information to the public in order to fulfill its statutory responsibilities. The FR 3076 is voluntary.

The information collected by the FR 3076 is not considered to be confidential.

### **Consultation Outside the Agency**

There has been no consultation outside of the Federal Reserve System.

## Public Comments

On September 17, 2020, the Board published an initial notice in the *Federal Register* (85 FR 58053) requesting public comment for 60 days on the extension, without revision, of the FR 3076. The comment period for this notice expired on November 16, 2020. The Board did not receive any comments. The Board adopted the extension, without revision of the FR 3076 as originally proposed. On March 29, 2021, the Board published a final notice in the *Federal Register* (86 FR 16363).

## Estimate of Respondent Burden

As shown in the table below, the estimated total annual burden for the FR 3076 is 420 hours. It is anticipated that the information collection will involve as many as 12 surveys per year. In addition, the Board anticipates conducting up to four focus group sessions per year. The burden estimates are based on the average number of responses anticipated. These reporting requirements represent less than 1 percent of the Board's total paperwork burden.

<b>FR 3076</b>	<i>Estimated number of respondents<sup>6</sup></i>	<i>Annual frequency</i>	<i>Estimated average hours per response</i>	<i>Estimated annual burden hours</i>
Surveys	100	12	0.25	300
Focus groups	20	4	1.50	<u>120</u>
<i>Total</i>				420

The estimated total annual cost to the public for the FR 3076 is \$11,340.<sup>7</sup>

## Sensitive Questions

Respondents may be asked to provide information on their age and gender; information on race, if needed, would be collected under guidelines issued by the OMB. Such information might be needed in a survey in order to assess the extent to which a sample of respondents reflected views from different demographic groups in the population.

## Estimate of Cost to the Federal Reserve System

The estimated cost to the Federal Reserve System for collecting and processing this information collection is \$28,200.

<sup>6</sup> As this collection only affects individuals, there are no small entities as defined by the Small Business Administration.

<sup>7</sup> The average consumer cost of \$27 is estimated using data from the Bureau of Labor Statistics (BLS), *Occupational Employment and Wages, May 2020*, published March 31, 2021, <https://www.bls.gov/news.release/ocwage.t01.htm>.