

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1910-5160)**

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**TITLE OF INFORMATION COLLECTION:** PAGE User Satisfaction Survey

**PURPOSE:**

To gauge the level of user satisfaction with the Department of Energy’s (DOE) Performance and Accountability for Grants in Energy (PAGE) website and its associated Help Desk to identify areas for improvement of functionality and Help Desk operations. We anticipated making the survey available periodically (e.g., quarterly) so that we may identify trends in the average response scores so that we may determine the effectiveness of changes to the website and procedures based on previous survey responses. The survey is voluntary for all active PAGE users.

**DESCRIPTION OF RESPONDENTS:**

The anticipated respondents are active PAGE users who are logged into the website. The users are grantee users (representatives of grant receiving state, territorial, local, and tribal governments) and Department of Energy users (DOE employees and contractors) that have responsibility to report on and manage grants awarded by the DOE Office of State and Community Energy Programs (SCEP).

**TYPE OF COLLECTION:** (Check one)

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                     | <input checked="" 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:    Jay Nathwani   

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

**Assumptions for Survey:**

- 50 % response rate from active users; response is voluntary;
- survey will be available 4 times per year;
- average participated time is 5 minutes per survey.

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Grantee (state, territorial, local, tribal govt)	780	20 min	260 hrs
Federal	90	20 min	30 hrs
<b>Totals</b>	<b>870</b>		<b>290 hrs</b>

**FEDERAL COST:** The estimated annual cost (@\$50/hr) to the Federal government is \$14,500.00.

**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?

SCEP do not have a sampling plan. SCEP intend to make the survey available to all PAGE users via a hyperlink on the PAGE Home Page once the user has logged in. The survey link will be available for a short period of time (e.g., 2-4 weeks).

**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
2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**



## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Home

https://pre-page.energy.gov/Survey/2d459e6c-c98f-45de-ac7b-0602426...

## State and Community Energy Programs

### Performance and Accountability for Grants in Energy (PAGE)

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- WAP Training Center
- Weatherization Innovative Pilot
- Miscellaneous Grants
- Grant Monitoring
- System Administration
- Change Request
- User Management
- Help Desk

## November 2024 User Satisfaction Survey

OMB Control No: 1910-5160  
Expiration Date: 02/28/2026

[Paperwork Reduction Act Burden Disclosure Statement \(click to hide...\)](#)

This data is being collected to gauge the level of user satisfaction with the Performance and Accountability for Grants in Energy (PAGE) website and the performance of the PAGE Help Desk) in assisting users. The data you supply will be used for determining potential areas of improvement of the PAGE website in assisting grantees and federal users in managing their grant reporting responsibilities and the operations of the PAGE Help Desk is supporting users with those responsibilities.

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number.

Submission of this data is voluntary.

How easy is it to navigate the PAGE website?

- Very Easy
- Easy
- Okay
- Difficult
- Very Difficult

How would you rate the responsiveness/performance of the PAGE website?

- Very Fast
- Fast
- OK
- Slow
- Very Slow

How would you rate your overall experience with the PAGE website?

- Great
- Good
- Okay
- Bad
- Very Bad

Home x +

https://pre-page.energy.gov/Survey/2d459e6c-c98f-45de-ac7b-0602426...

How satisfied were you with the response time of the PAGE Help Desk team?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- I have not used the PAGE Help Desk

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How well was your issue resolved by the PAGE Help Desk?

- Great
- Good
- Okay
- Bad
- Very Bad
- I have not used the PAGE Help Desk

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What could we do to improve your experience with the PAGE website or Help Desk?

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PAGE was migrated to a cloud hosting environment on 9/1/24. Did you notice any change in site responsiveness/performance after 9/1

- Much Faster
- A Little Faster
- No Difference
- A Little Slower
- Much Slower

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**Submit Survey**

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