Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback"
(OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: AFN Now Satisfaction Survey

PURPOSE: The purpose of the AFN Now Satisfaction Surveys is to collect end-user feedback on the AFN Now application's registration process, platform content, application functionality, and service desk experience. The registration survey responses will be used to determine shortfalls in the registration portal that impede an end-user's ability to complete their registration. The content survey responses will be used to determine end-user programming preferences and content shortfalls. The functionality survey results will be used to determine if there are 'bugs' in the software that impede content playback that frustrates the end user. The service desk survey results will be used to ensure end users are obtaining satisfactory answers and assistance to registration or technical issues related to the service on the various platforms. It will also be used for trend analysis of the service desk.

DESCRIPTION OF RESPONDENTS: DoD-affiliated American Citizen United States Government employees and family members stationed outside of the United States, its territories and possessions.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[**X**] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Erik Brazones

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [**X**] 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 [**X**] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	4,950	16.25 minutes	1341
Totals	**4,950**	**16.25 minutes**	**1341**

PUBLIC COST: The estimated annual cost to the public is: $42,901

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?

                                       [**X**] Yes   [ ] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

All potential respondents are derived from the database of individuals who have voluntarily registered for the no-cost AFN Now mobile application, a video-on-demand and live visual media platform fielded by the Defense Media Activity. All registered respondents, as authorized by the AFN System of Records Notice, DPA02, will receive four surveys:

- A registration portal survey immediately upon completing the registration action
- A content availability survey one week after the end-user completes registration
- An application usability survey two weeks after the end-user completes registration
- A service desk feedback survey within hours after the end-user submits a trouble ticket

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