

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” OMB Control Number: 0990-0379**

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**TITLE OF INFORMATION COLLECTION: Intranet Customers Feedback**

**PURPOSE:**

ASAP Digital is implementing a web-based surveys on the internal HHS pages. The intended purpose of the surveys is to collect user feedback on Intranet.hhs.gov on how to improve the customer experience. The methodology of these surveys is to gather info on user’s satisfaction on specific webpages, overall site satisfaction and documentation on the top tasks performed on the intranet. The surveys will either be displayed as a “pop-up” or “on-page.” On-page surveys are designed to capture user satisfaction on the current page it is displayed. Pop-up surveys are designed to capture overall site satisfaction during a user’s visit to the website. Pop-up surveys are only displays if a user attempts to leave the intranet. All surveys are displayed within the intranet.hhs.gov subdomain only. The surveys will only be visible to those who have access to the intranet, HHS employees and HHS Federal Contractors. The surveys are completely voluntary. There are no recruitment materials need to take part in the surveys.

**DESCRIPTION OF RESPONDENTS:**

The survey is open to any potential respondent visiting Intranet.hhs.gov and is entirely optional. Respondents are either United States Department of Health and Human Services (HHS) Employees or Federal Contractors for HHS.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                    | <input 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: Lakshman Atluri

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice 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

**Estimated Annual Burden Hour Table**

Category of Respondent	No. of Respondents (Contractors Only)	Participation Time	Burden
Intranet users (HHS Federal Contractors)	1,250	3 minutes	63 Hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$15,600. Federal cost is estimated by using the average hourly labor cost for survey maintenance and reporting (\$130) and the average labor hours dedicated towards survey maintenance and reporting annually (120 hours).

**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?

ASPA Digital is not targeting a specific group for the purposes of the survey. All surveys are voluntary. On-page surveys will be displayed at random and pop-up surveys will be triggered if a user attempts to leave the intranet.

**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.**