

Request for Approval under the General Services Administration Circular A-11 Customer Satisfaction Survey Clearance (OMB Control Number 3090-0321)

TITLE OF INFORMATION COLLECTION: NESDIS User Engagement Google Site

PURPOSE: The Office of System Architecture and Advanced Planning (OSAAP) within the National Environmental Satellite, Data and Information Service (NESDIS) is building a user engagement Google site to support individuals within NESDIS who have engagement responsibilities and to foster information sharing within the community.

The purpose of this information collection is to gather information on customer experience with the site, so that OSAAP can adaptively manage and make continuous improvements to the site, and also so it can track and report satisfaction metrics in accordance with OMB Circular A-11, Section 280.

DESCRIPTION OF RESPONDENTS: The users of this site will be internal to NOAA, and comprise both federal employees and non-federal affiliates (contractors, interns, etc.)

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 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 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: Yvonne Murphy

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals	60	2 minutes	2
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$2,000. This cost reflects the time required to prepare the survey package and analyze, evaluate, and report results.

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?

The survey will be available to anyone who visits the UE Google Site. Federal employees and non-federal affiliates will have access.

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.

All instruments used to collect information must include:

OMB Control No. 3090-0321

Expiration Date: XX/XX/XXXX