## Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3219-0001)

**TITLE OF INFORMATION COLLECTION:** PandemicOversight.gov User Satisfaction Survey

**PURPOSE:**

The purpose of this survey is to collect user satisfaction data from professional users of PandemicOversight.gov. This survey will be used to establish a baseline of user satisfaction and to identify areas of the website that need improvement. This data will be used to prioritize changes to content and functionality to make sure that the changes will have the most impact on improved self-service and user satisfaction.

**DESCRIPTION OF RESPONDENTS**:

Members of the public, Congressional staff and Members, Government employees, Oversight professionals, Auditors, Investigators, and members of the media looking for information about the Federal pandemic response and the PRAC’s oversight work.

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

[ ] Customer Comment Card/Complaint Form [ X ] 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:\_\_Rehana Mohammed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 [ X ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ X ]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 | 20,000 | 4 minutes | 666 hours |
|  |  |  |  |
| **Totals** | 20,000 | 4 minutes | 666 hours |

**FEDERAL COST:** The estimated annual cost to the Federal government is $2,000 based off the average cost of $0.20 per response.

**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 [ X ] 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?

There will be a link displayed on PandemicOversight.gov web pages labeled “Feedback”. When clicked, that will pop up a new window with the survey open for entry and submission.

**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

1. Will interviewers or facilitators be used? [ ] Yes [ X ] No

# PandemicOversight.gov Survey

1. Are you a:
   * 1. [radio button] Interested US Resident
     2. [radio button] Reporter / Journalist
     3. [radio button] Inspector General or IG staff
     4. [radio button] Researcher
     5. [radio button] Policymaker or policy analyst
     6. [radio button] Government employee (Federal)
     7. [radio button] Government employee (State)
     8. [radio button] Other

[freeform text]

1. Do you find the PandemicOversight.gov website:

A. [radio button] Very useful

B. [radio button] Somewhat useful

C. [radio button] Not useful

1. Were you able to find the information you were looking for today?

A. [radio button] Yes

B. [radio button] No

1. [Conditional if “Yes” to #3] What were you looking for?

[freeform text]

1. [Conditional if “No” to #3] What were you looking for?

[freeform text]

1. What’s the most useful part of the PandemicOversight.gov website?

[freeform text]

1. What’s the least useful part of the PandemicOversight.gov website?

[freeform text]

1. Are there specific changes you’d recommend to PandemicOversight.gov?

[radio button] Yes

[freeform text]

[radio button] No

1. Are there other websites that you recommend we evaluate for ideas on how to improve PandemicOversight.gov?

[radio button] Yes

[freeform text]

[radio button] No