

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

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**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)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input 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: Rehana Mohammed

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
Individuals	20,000	4 minutes	666 hours
<b>Totals</b>	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  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)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
2. Will interviewers or facilitators be used?  Yes  No

## PandemicOversight.gov Survey

1. Are you a:
  - A.  Interested US Resident
  - B.  Reporter / Journalist
  - C.  Inspector General or IG staff
  - D.  Researcher
  - E.  Policymaker or policy analyst
  - F.  Government employee (Federal)
  - G.  Government employee (State)
  - H.  Other  
[freeform text]
2. Do you find the PandemicOversight.gov website:
  - A.  Very useful
  - B.  Somewhat useful
  - C.  Not useful
3. Were you able to find the information you were looking for today?
  - A.  Yes
  - B.  No
4. [Conditional if “Yes” to #3] What were you looking for?  
[freeform text]
5. [Conditional if “No” to #3] What were you looking for?  
[freeform text]
6. What’s the most useful part of the PandemicOversight.gov website?  
[freeform text]
7. What’s the least useful part of the PandemicOversight.gov website?  
[freeform text]
8. Are there specific changes you’d recommend to PandemicOversight.gov?  
 Yes  
[freeform text]  
 No
9. Are there other websites that you recommend we evaluate for ideas on how to improve PandemicOversight.gov?  
 Yes  
[freeform text]  
 No