

Request for Approval under the "Generic Clearance for Improving  
Customer Experience: OMB Circular A-11, Section 280  
Implementation"  
(OMB Control Number: 1225-0093)

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**TITLE OF INFORMATION COLLECTION: Quantitative Web User Experience Testing (Rapid) Survey for Soliciting Feedback for the Department of Labor Employment and Benefits Security Administration Website**

**PURPOSE OF COLLECTION: To test hypotheses about the factors influencing a positive UX experience, to identify key drivers of website engagement; to identify information needs and preferred website features; and to establish baseline measurements of key metrics (awareness, perceptions, intentions, behaviors related to EBSA and the website)**

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

- Customer Research (Interview, Focus Groups)
- Customer Feedback Survey
- User Testing

**ACTIVITY DETAILS**

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. Who will you collect the information from?

**Multicultural workforce with employment-based health benefit or retirement benefit plans or their beneficiaries**

3. How will you ask a respondent to provide this information?

**The format of collection is a digital survey for Web User Experience Testing (rapid). The survey questions assess respondents' knowledge/awareness of EBSA, its website, and their perceptions, beliefs, intentions, barriers, motivators to engaging with EBSA and the resources available.**

**The survey respondents will be asked to provide feedback on designated pages on the EBSA website related to content and website format. Questions identify factors to enhance the Web**

user experience, increase familiarity with EBSA, and influence engaging with EBSA like contacting EBSA and/or recommending the organization/resources to others.

4. What will the activity look like?

Respondents sourced from a sample provider, M-S-G, will receive an alert via the sample provider's app to click on a survey link to complete the digital survey if they choose to participate. Respondents have already opted in activities to complete surveys as part of a research panel maintained by the sample provider.

Please provide your question list.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

See attached  
Consent Form  
Survey Questions

5. When will the activity happen?

Respondents sourced from a sample provider, M-S-G, will receive an alert via the sample provider's app to click on a survey link to complete the digital survey if they choose to participate in December 2022 - January 2023

6. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  
[ X ] Yes [ ] No

Cash incentives are provided by the online panel provider to respondents who successfully complete the survey. The funds are distributed via the online panel provider's app or directly into their Venmo or PayPal accounts. For completing this survey, it is estimated they will receive \$3.00. Incentive amounts are determined by the online panel provider based on the length of survey, sample size needed, and estimated incidence rate (number of people who will qualify for the survey)

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Multicultural workforce with employment-based health benefit or retirement benefit plans or their beneficiaries	900	20 minutes	300 hours

<b>Totals</b>	<b>900</b>	20 minutes	<b>300 hours</b>

**CERTIFICATION:**

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial and do not raise issues of concern to other Federal agencies;
4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

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**All instruments used to collect information must include:**

**OMB Control No. 1225-0093**

**Expiration Date: 02/29/2024**