**U. S. Office of Government Ethics**

**Justification for a Generic IC to Existing Fast Track Generic Clearance for Improving Customer Experience**

**OGE Form 201 Request for Ethics Records User Survey**

**August 2024**

OGE is concurrently renewing its approval under the Paperwork Reduction Act for a “Fast Track” Generic Clearance for Improving Customer Experience. This particular information collection has been approved under that Generic Clearance since 2022, and OGE is seeking to renew it for the next three years. This information collection is a voluntary user feedback survey directed at individuals who have visited the webpage for the OGE Form 201 Request for Ethics Records and/or submitted a request. Users are directed to the survey, hosted on SurveyMonkey, in two ways: (1) in the email response that they receive from OGE in response to their request and (2) from a link on OGE’s website (which says “Take a short survey”).

OGE continues to estimate that the survey takes two minutes to complete, based on a SurveyMonkey tool that is designed to calculate completion time. OGE continues to estimate that 1565 respondents per year will complete the survey. Thus, the estimated annual burden is 52 hours. Although OGE’s actual response rate for the last three years has been below this estimate, OGE hopes to increase its response rate over the next three years. OGE calculated the estimated burden based on based on a 30% response rate. OGE’s research indicates that 30% is on the higher end of an average response rate for this type of survey.

The purpose of the survey is to improve the customer experience of users who submit an OGE Form 201 request and to ensure that OGE is meeting the needs of individuals from underserved communities. Some of the feedback may also be used to improve the instructions on the form itself (for which OGE would seek PRA approval). The questions on the survey were derived from a GSA database of UX questions. The survey is anonymous and will collect no personally identifiable information. A copy of the questions is provided.