



Assistant Secretary for Public Affairs
Washington, D.C. 20201

To: The Office of Management and Budget (OMB)
From: Brandi Chigewe
Date: February 21, 2024
Re: OMB# 0990-0379: Satisfaction Survey (HHS.gov Continuous Improvement Survey)

The Office of the Assistant Secretary of Public Affairs (ASPA) is requesting a non-substantial change request to modernize the current HHS.gov Satisfaction survey. This collection of information is necessary to enable HHS to garner customer and stakeholder feedback. The primary objectives are to determine whether HHS communications products: 1) meet the needs of the audience; 2) use effective mediums for delivering messages to audiences; 3) motivate the expected impact or change; 4) require mid-course corrections; and 5) require change in development and dissemination strategies for future communications.