

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number: 1601-0029)**

TITLE OF INFORMATION COLLECTION: FEMA Risk MAP IT and Data Management Online Letter of Map Change (OLOMC) Website Redesign User Testing

PURPOSE OF COLLECTION:

What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed?

The purpose of this study is to understand the experience of users as they interact with new designs for the Online Letter of Map Change (OLOMC) website pages and collect feedback to confirm design direction or inform improvements. Collecting this feedback will help the design team with:

- Behavioral observations and insights into the proposed designs that may help to improve the design and user experience
- Users' ability to successfully navigate the process
- Understanding the amount and type of information that users prefer throughout the application process (e.g., what information is helpful before, during, and after a request)
- Users' understanding of content, process, and resources

The user feedback will inform the website design. It may also inform updates to the user personas as well as additional user insights that can help improve services.

TYPE OF ACTIVITY: (Check one)

- Customer Research (Interview, Focus Groups, Surveys)
- Customer Feedback Survey
- Usability Testing of Products or Services

ACTIVITY DETAILS

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?

- Yes
- No

Not a survey

2. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain Remote moderated interviews (Webex)

3. Who will you collect the information from?

Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback, how you will select them (e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, do you have a list of customers to reach out to (e.g., a CRM database that has the contact information, intercept interviews at a particular field office?)

We plan to have participation from representative users of the site from the following groups:

- Property Homeowners - request reassessment of their flood risk for an individual property
- Engineers - professionals focused on projects that may be impacted by or impact flood sources
- Surveyors - professionals that may support evaluation of flood risk

For property owners, we plan to identify through a recruiting firm.

We also have a list of users' email addresses from the current website and contact centers. We plan to reach out to a representative subset of these (focused on recent users) to recruit participants (engineers and surveyors).

See additional documents for screeners to be used to find a mix of current/target users.

4. How will you ask a respondent to provide this information? *(e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form)*

We plan to conduct individual, one-hour, remote moderated sessions. We will use design tools for participants to view screens as well as conduct activities or surveys.

5. What will the activity look like?

Describe the information collection activity – e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? What’s the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?

We plan to conduct individual, one-hour, remote moderated sessions.

User testing activities:

- Content Understanding review
 - o User will be provided a link to the mockup and asked questions about pages for review
- Prompt Activity
 - o User will be provided a link to the mockup and asked to perform a specific task relevant to the pages provided
- Card Sorting (information users want to know before, during, and after applying)
 - o User will be provided a link and they will sort topics into categories: information users want to know before applying, while applying, after applying, don’t care about this information, or an option for a new category
- General feedback
 - o User will be provided a survey link with questions for overall feedback

See additional document for discussion guide.

6. Please provide your question list.

Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.

See additional documents for discussion guide and screeners.

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

7. When will the activity happen?

Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10th, or

"This survey will remain on our website in alignment with the timing of the overall clearance.")

February 2024

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

This will be paid (money) user testing in order to recruit required users.

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals	30	1 hr	30
Individuals	150	5 minutes	12.5
Totals			

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;
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. The agency will follow the procedures specified in OMB Circular A-11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
8. Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency

must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

Name and email address of person who developed this survey/focus group/interview:

Name: Jaime Santucci, IT and Data Management Branch, Risk Management Directorate
202-812-6384.

Email address: Jaime.Santucci@fema.dhs.gov

All instruments used to collect information must include:

OMB Control No. 1601-0029

Expiration Date: 12/31/2026

HELP SHEET
(OMB Control Number: XXXX-XXXX)

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.