

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: *MilLife Learning* Foresee Feedback Questionnaire

PURPOSE:

Military Community and Family Policy (MC&FP) wants to ensure that the *MilLife Learning* platform meets the needs of the military community - today and tomorrow. In order to do so, it is essential to engage with them regarding the website user experience and gather feedback on their overall customer satisfaction.

The purpose of the first questionnaire is to discover why users did not complete the courses they enrolled in. The purpose of the second questionnaire is to find out what course topics users would like offered on *MilLife Learning*.

DESCRIPTION OF RESPONDENTS:

For the first questionnaire, *MilLife Learning* users who do not complete a course that was started will be provided an opportunity to share why the course was not completed.

For the second questionnaire, *MilLife Learning* users will have an opportunity to provide feedback on additional topics they are interested in learning more about.

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: Jennifer A. Green, Associate Director, Online Learning Systems

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 (Note: We based these numbers yearly)

Category of Respondent	No. of Respondents	Participation Time	Burden
Users who do not complete <i>MilLife Learning</i> course	4,000	.03	120
Users of the <i>MilLife Learning</i> platform	4,000	.03	120
Totals	8,000	.03	240

*Users will be selected randomly. The public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

PUBLIC COST: The estimated annual cost to the public is: \$6480

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

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 [X] No