

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control
Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: TRICARE.mil and Health.mil Websites
Satisfaction Surveys

PURPOSE: TRICARE Marketing and Education Support Services (TMESS) runs the TRICARE.mil website and Health.mil website so that users can access the information they need regarding the TRICARE health plans. The three TRICARE.mil satisfaction surveys are for the overall TRICARE.mil website, the TRICARE.mil Publications page, and the TRICARE.mil FAQs page, and the Health.mil website survey is for overall satisfaction with Health.mil. User feedback would be used to determine what modifications and improvements can be made on the website and the materials provided by TRICARE. The platform is Touchpoints (Defense Media Activity).

DESCRIPTION OF RESPONDENTS: Respondents are TRICARE beneficiaries who visit the TRICARE.mil or Health.mil websites.

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: Robert Agnello, Deputy Chief, Digital Communications
Communications and Public Affairs

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households (TRICARE.mil FAQs Page Survey)	500	15 minutes	125 hours
Individuals or Households (TRICARE.mil Publications Page Survey)	500	10 minutes	83.33 hours
Individuals or Households (TRICARE.mil Website Satisfaction Survey)	17,000	15 minutes	4,250 hours
Individuals or Households (Health.mil Website Satisfaction Survey)	1,200	5 minutes	100 hours
Totals	19,200		4,558 hours

PUBLIC COST: The estimated annual cost to the public is \$143,496.

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

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The surveys are available on the public-facing websites, TRICARE.mil and Health.mil. The FAQ survey will be in the FAQ section, the Publications survey will be in the Publications section, the general survey will be on all other pages. The surveys rest on as a side-button on their respective pages. They are voluntary and respondents are self-selecting.

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 ☒ No