

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

TITLE OF INFORMATION COLLECTION: Military Community Outreach Feedback Survey

PURPOSE: The Military Community Outreach Feedback Form purpose is to gather feedback about the respondents’ experiences using the services the MCO IT and Cybersecurity and/or Outreach Operation team provides.

The respondents will be given the opportunity to provide feedback about the respondents’ experiences using the services the MCO IT and Cybersecurity and/or Outreach Operation team provided via a link (<https://forms.osi.apps.mil/r/NjaDQ7SfEE>) inserted below the signature block in the email. Providing feedback is voluntary. The customer feedback will be used to help improve the quality of services provided by MCO.

DESCRIPTION OF RESPONDENTS: Respondents who communicate with MCO through email will most likely consist of military service members, DoD Civilians, Contractors, and Others (e.g., military families, survivors, veterans, and service providers).

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion Group
☐ 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. No
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. Y

Name: Josette Guinyard, IT, Cyber, and Data Operations Officer

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 [X] No

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Contractor	50	5 minutes	4.17
Other	25	5 minutes	2.08
Totals	75	5 minutes	6

PUBLIC COST: The estimated annual cost to the public is \$242 (\$176.71 for Contractors and \$65.58 for Other).

The Contractor hourly wage was determined by using the hourly wage for GS13 Step 1 (Base Hourly Rate \$42.41) from the Office of Personnel Management Website https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2024/GS_h.pdf. The other members mean hourly wage determined by using all occupations (\$31.48) from the BLS website https://www.bls.gov/oes/current/oes_nat.htm#00-0000.

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 [X] No

The potential respondents are users who communicates with MCO IT and Cybersecurity and/or Outreach Operation team via email. These users include active-duty service members, National Guard, reserve, military families, survivors, veterans, contractors, and service providers.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No

