

**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:

DAF Applications and A1 Applications Online Feedback Surveys

PURPOSE:

The online surveys are intended to assess user experience and usability of common sites and applications within the Department of the Air Force (DAF). Feedback will be collected and integrated in future design activity, feature prioritization, and maintenance operations to provide a better experience to the user.

There are two tailored feedback surveys under this request. The first survey is intended to cover a wide variety of DAF applications or websites. The second survey uses the same questions but is targeted specifically for personnel applications (Feedback for A1). Depending on the specific application, one of these two surveys will be available to provide feedback:

1. Department of the Air Force Application/Web User Feedback Survey
2. Feedback for A1 (personnel, HR) Applications Survey

DESCRIPTION OF RESPONDENTS:

All customers that have access to the Air Force Portal and Human Resources and utilize its applications. This may be military members (active duty, ANG, Reserve), DAF civilians, contractors, and other individuals who have access to the AF Portal and A1 applications.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software) | ☐ Small Discussion Group |
| ☐ Focus 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.
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: James Sterling, Maj, USAF

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 (government contractors or foreign nationals)	1,000	2 minutes	33.3
Totals	1,000		33.3

PUBLIC COST: The estimated annual cost to the public, based on an estimated respondent hourly wage of \$7.25, is \$242

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

We do not have a customer list. Respondents may include all members who use the AF Portal and other personnel applications. The surveys will be utilized as a general collection tool by Air Force and Guardian Active Duty, ANG, Reservists, Government Civilians, and Contractors who utilize the applications.

The survey will be provided as a dedicated feature placed on each web application for voluntary use, but prominent enough to be noticed during the user's presence while navigating the site. The feedback survey will be placed as a link on the website and will be used to provide a standardized score of system usability.

This same survey instrument will be used across several applications with the only difference being that the name of the application being used will be reflected in the survey title in order to ensure users come to expect a similar digital experience and so that scores may be standardized and compared.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media (Microsoft Forms)

☐ Telephone

☐ In-person

☐ Mail

☐ Other, Explain

2. Will interviewers or facilitators be used? ☐ Yes ☒ No