

**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: Fixed Asset Module Implementation Survey

PURPOSE:

This survey will support the Global Combat Support System – Marine Corps (GCSS-MC) Fixed Asset Module (FAM) Software implementation process by providing a preliminary, holistic usability evaluation of FAM. The results will provide FAM leadership with a baseline measurement to make future development decisions concerning the software. Additional beneficial aspects include focus areas for improvement identified by the users and insights into which features/functions are recommended to be retained versus which features/functions may benefit from further investigation. The identified and recommended aspects of FAM contribute to enhanced system usability and user experience.

To maximize response rates the survey will be distributed via the Qualtrics Experience Management Platform. Additionally, each question in the survey is set to force the respondent to respond before proceeding to the next question. Respondents will have easy and anonymous access to the online survey via a link that will be sent to them directly via their project lead.

DESCRIPTION OF RESPONDENTS:

The respondent universe consists of contract Financial Accountants/Auditors who will respond to assist FAM product owners in baselining the usability score for FAM and improving the user experience. The survey will utilize a random sampling method wherein researchers ensure every member of the respondent population being studied has an equal chance of participating. The expected response rate is 10%.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☐ Customer Satisfaction Survey
☒ Usability Testing (e.g., Website or Software)	☐ Small Discussion Group
☐ Focus Group	☐ Other: System Usability Scale (SUS)

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.

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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 (Contractors)	13	11 minutes	2.38 hours
Totals	13		2.38 hours

PUBLIC COST: The estimated annual cost to the public is \$88.18

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

The survey utilizes Stratified Random Sampling wherein the respondents have been strategically selected from the overall GCSS-MC user group of 23,000 users. The strategic selection narrows down the participants to 13 contract FAM users. The 13 FAM users will be randomly surveyed as the survey is open to all FAM users and no specific FAM roles have been selected to respond.

Administration of the Instrument

1. How will you collect the information?
☒ Web-based or other forms of Social Media (Qualtrics)
☐ Telephone
☐ In-person

☐ Mail

☐ Other, Explain

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