

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number: 1225-0093)**

TITLE OF INFORMATION COLLECTION: Web Survey for Soliciting Feedback for Division of Energy Employees Occupational Illness Compensation (DEEOIC) from online users utilizing the Spanish language portion of the DEEOIC website.

PURPOSE OF COLLECTION: Web survey designed to gather feedback from Spanish speaking online users. Soliciting feedback on what web content they currently access, what web content they wish to be translated into Spanish, if there are any areas for improvement, and an overall idea of how well we serve our stakeholders in this area. We will use the information to improve our Spanish speaking user experience and identify potential areas for translation and improvement. This survey will help us assess program accessibility and inclusion.

TYPE OF ACTIVITY: (Check one)

- ☐ Customer Research (Interview, Focus Groups)
- ☒ Customer Feedback Survey
- ☐ User Testing

ACTIVITY DETAILS

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. Who will you collect the information from?

DEEOIC will collect information from a online users who are accessing any of our Spanish language translated pages.

3. How will you ask a respondent to provide this information?

A web-based survey will popup which will allow users to provide additional feedback.

4. What will the activity look like?

The web-based feedback survey will appear as a popup on Spanish language translated DEEOIC webpages. The popup will allow users to click "Yes" or "No" if they would like to give additional feedback. If the user selects "Yes" they will be sent to another webpage that has a survey with 9 questions (including 1 comment box). Six of the questions include a 1-5 Likert scale response, two question are multiple choice of different webpages, and one open-ended general comment box.

5. Please provide your question list.

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Survey language attached (provided English and Spanish copy).

6. When will the activity happen?

DEEOIC will launch the survey to the identified claimants during the 3rd quarter of 2023.

7. 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 Hours
Claimants	300	5 minutes	25
Totals			25

CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial and do not raise issues of concern to other Federal agencies;

4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. Upon agreement between OMB and the agency aggregated data may be released as part of A-11, Section 280 requirements only on performance.gov. Summaries of customer research and user testing activities may be included in public-facing customer journey maps.
8. Additional release of data will be coordinated with OMB.

Name: Allison Spencer

**All instruments used to collect information must include:
OMB Control No. 1225-0093
Expiration Date: 02/29/2024**