

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0970-0401)

TITLE OF INFORMATION COLLECTION: AppLauncher User Satisfaction Survey

PURPOSE AND USE: AppLauncher, a digital application developed by the Office of Refugee Resettlement's (ORR) Division of Technology (DivTech), is the secure hub for ORR Federal and program staff to access the digital tools they use in their day-to-day caring for Unaccompanied Alien Children (UAC). It includes access to UAC Portal, Bed Network, and the Policy Library, among other critical applications.

This survey seeks to request feedback on the effectiveness of the AppLauncher digital application (including applications accessed via the AppLauncher), and the overall satisfaction of users. Respondents will share their experiences with AppLauncher. Data will be used to:

- inform the DivTech team on usability,
- allow DivTech to improve the tool to meet the needs of users of AppLauncher, and
- give users a chance to volunteer for future assessments on new or updated technology.

DESCRIPTION OF RESPONDENTS: Respondents include active users of the UAC AppLauncher application, such as care providers, grantees, and federal employees.

TYPE OF COLLECTION:

- | | |
|--|--|
| <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 primary purpose of the results is not for public dissemination.
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 and affiliation: Silvestre Tanenbaum, UX Design Specialist, Office of Refugee Resettlement, Administration for Children and Families

To assist review, please provide answers to the following questions:

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 [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [X] No

Respondents will have the option to provide an email address to be contacted for future product testing activities. This exception is covered in 5 C.F.R. 1320.3(h)(4)

Tokens of Appreciation or Honoraria: Will a token of appreciation or honoraria be provided to participants? [] Yes [X] No

ANNUAL BURDEN HOURS:

ORR DivTech plans to keep the survey open for 12 months, anticipating a 30% response rate from its 13,656 active users (731 federal and 12,595 non-federal). This translates to an expected participation of 4,097 users, including 219 federal¹ and 3,779 non-federal respondents, with an average estimated response time of approximately 7 minutes.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response (Hours)	Burden Hours
AppLauncher User Satisfaction Survey	UAC Program and Care Provider Staff	3,779	1	0.12	454

FEDERAL COST: The estimated annual cost to the Federal government is \$3,036.92. This annualized cost estimate to review information following submission is based on the OPM's 2025 Salary Table, which lists the hourly rate for a step 1 GS-13 in the Washington, DC area as \$57.78. The hourly rate was multiplied by two to account for fringe benefits and overhead (\$57.78 X 2 = \$115.56).

Total Number of Federal Staff	Total Number of Survey Sessions/Reviews Per Federal Staff	Average Burden Hours Per Session/Review	Total Burden Hours	Average Hourly Wage	Total Cost
219	1	0.12	26.28	\$115.56	3,036.92

The selection of your targeted respondents

¹ This information collection falls within the scope of these federal employees' work duties and therefore burden is not included for these 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 will request voluntary responses via an embedded in-app survey as we continue to develop and improve the application. The respondents will include active users of the AppLauncher application, such as care providers, grantees, and federal employees. Currently, 13,656 users deployed across ORR field programs utilize the AppLauncher application.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media: We will use the Qualtrics survey tool, certified by FedRamp specifically for the collection of qualitative CX routine customer feedback.
☐ Telephone
☐ In-person
☐ Mail
☒ Other, Explain: email and in-app survey.
2. Will interviewers or facilitators be used? ☐ Yes ☒ No