

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 1545-1432)**

TITLE OF INFORMATION COLLECTION: Document Upload Tool (DUT)

PURPOSE:

BACKGROUND:

The Document Upload Tool (DUT) app allows taxpayers to respond to an IRS notice or letter online. The DUT Survey asks users to rate their satisfaction with various aspects of the app. The goal of this survey is to understand users’ overall experiences with the app. The survey’s results will be used to improve the overall user experience. This voluntary survey will pop up in the app and will take 2 minutes to complete.

DESCRIPTION OF RESPONDENTS:

The intended population is anyone who attempts to use the DUT app, and random sampling will help reduce bias by giving every user an equal chance of receiving a survey invitation. The respondents will be split into two different surveys. The Completion survey is a post-transaction survey that will intercept users after they submit their document. The Noncompletion survey is a mid-transaction survey that will intercept users in the middle of the process. This strategy is intended to capture feedback from both users who were and were not able to successfully use the application.

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.
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: __

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☒ No
3. If Applicable, has a System or Records Notice 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

A sampling rate will force the surveys to intercept a small percentage of users. The sampling rate will be adjusted to produce a response rate of 20,000 responses per year. For those who opt-in, the time to complete the survey is 2 minutes.

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or households (Noncompletion Survey)	5,000	2 min	166hrs
Individuals or households (Completion Survey)	5,000	2 min	166hrs
Totals			333hrs

Estimated Response Rate: 10,000 responses

Total Burden Estimate: 333 hours

FEDERAL COST:

Online Services (OLS) has already procured a survey tool (Medallia), so there is no additional cost for conducting this survey.

STATISTICAL METHOD:

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

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Medallia will be used to control survey distribution by randomly targeting users on the DUT app. Each user has an equal chance of being selected to participate in the survey. Half of users will be eligible for the Completion survey, which will target users after they submit their documents by only targeting the URL of the final page of the app. The other half of users will be eligible for the Noncompletion survey, which will target users before they finish by targeting URLs of pages prior to the final page of the app.

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 – Microsoft TEAMS or ZOOM for sharing visuals.
2. Will interviewers or facilitators be used? ☐ [] Yes ☒ [X] No

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