

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3145-0215)

TITLE OF INFORMATION COLLECTION: National Center for Science and Engineering Statistics Data Tools – User Research for Improvement and Expansion

PURPOSE:

The purpose of this study is to conduct usability testing virtually to improve and expand the NCSES data tools providing access to STEM data via web-based tools.

Data users can explore a variety of topics related to the U.S. science and engineering enterprise using several tools available on the NCSES website. The focus of this research is on an integrated set of tools found at <https://ncesdata.nsf.gov> that present data by topic, survey, or variable with a focus on creating customized charts and tables, as well as finding datasets which support combining variables of interest together in a single table or chart.

NCSES intends to collect usability feedback from external users on the functionality of its data tools, for example, the Chart Builder, the Table Builder, and the NCSES Data Explorer. This feedback will be used to assess current functionality against user needs and experience and to drive the design and innovation of future tools.

DESCRIPTION OF RESPONDENTS:

This usability testing effort is targeting individuals self-selected from the recently conducted NCSES Customer Satisfaction Survey for the improvement and expansion of the NCSES data tools (ICR Reference Number: 202006-3145-001), external users who have worked with NCSES survey managers on data requests, and any individuals who have left feedback on the NCSES data tools via the website feedback mechanism. These individuals will have either used the NCSES data tools or statistical data tools, in general.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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 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: Suzanne H. Plimpton, NSF Reports Clearance Officer

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☒ Yes ☐ No (Name and email address are collected on a voluntary basis.)
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 ☒ N/A

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☒ Yes ☐ No

VISA Gift e-cards worth \$40 will be sent to each usability study participant upon completion (employees and contractors of the U.S. Federal Government will not be eligible to receive a gift e-card). The gift e-cards will be emailed to each participant after completion of their usability testing session as part of the Thank You email (Appendix C).

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households (Recruitment)	1,781	2 minutes	60 hours
Individuals or Households (Interviews + Scheduling)	108	1 hour	108 hours
Totals	1,889		168 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$29,376.00.

Calculation: 108 interviews x 2 staff members hourly rate + \$40 e-card.

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?
Customer List: ☒ Yes ☐ No Sampling Plan: ☐ 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?

An introductory email (see Appendix A) will be sent to the self-selected respondents from the Customer Satisfaction Survey (ICR Reference Number: 202006-3145-001), survey manager suggested users, or

help-seeking users who submitted support requests via the NCSES data tools website. Once the respondent agrees to usability testing (Appendix A), an email invitation to a usability testing session via Zoom will be sent including the consent form (Appendix D). The usability testing sessions will be conducted following the Discussion Guide *Sample* (Appendix B). After completing the interview, a final Thank You email will be sent with the \$40 VISA e-card (Appendix C).

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - ☒ Web-based or other forms of social media (Zoom meeting)
 - ☐ Telephone
 - ☐ In-person
 - ☐ Mail
 - ☐ Other, Explain
2. Will interviewers or facilitators be used? ☒ Yes ☐ No

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

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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