

# **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)**

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## **TITLE OF INFORMATION COLLECTION:**

**CODE VA – Customer Satisfaction Survey**

## **PURPOSE:**

The purpose of this information collection is to gather feedback from users of CODE VA. CODE VA is a catalog of developer essentials that provides information on tech solutions available to VA software development teams, so that they can build world-class experiences for veterans, their families, and their advocates. We will collect metrics related to the overall customer experience with CODE VA to inform what is working well and where there may be a need for improvements to the user experience.

## **DESCRIPTION OF RESPONDENTS:**

The respondents will be internal users of the CODE VA web 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, Position Title and Credentials:**

Scott Mericle, UX Designer  
Lighthouse Developer Experience, Product Engineering Service (PES)  
Office of Information Technology, U.S. Dept. of Veteran Affairs

**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**

<b>Category of Respondent</b>	<b>No. of Annual Respondents</b>	<b>Participation Time (minutes)</b>	<b>Burden Hours (÷ 60 =)</b>
CODE VA Users	200	2	7
<b>Totals</b>	<b>200</b>	<b>2</b>	<b>7</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,440.

### **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?

Users of CODE VA are VA employees and contractors (including developers and product leads). This survey will be made available to all CODE VA site visitors to voluntarily provide their feedback on the user experience.

#### **Administration of the Instrument**

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