

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number:2900-0876)**

TITLE OF INFORMATION COLLECTION: MyHealtheVet and Oracle Health Survey

PURPOSE OF COLLECTION:

The purpose of this survey is to evaluate user satisfaction with the desktop version of MyHealtheVet and the Oracle Health system patient record systems, along with the related web pages on the VA.gov website.

This survey has received clearance in the past. We are eliminating fourteen questions from the previous clearance to align with other website based surveys. The desktop survey is the same as the mobile and main VA.gov website.

This survey is designed to obtain critical information for VA that will assist in determining health and information knowledge. The data that is gathered aligns with the department's core mission of improving the health and welfare of veterans. Historically, recipients of VA surveys have participated at historically high response rates, because the data is used to effect significant improvements in veteran's s health programs. The survey will Collect metrics related to the pillar of "trust" as an overall customer experience metric on VA.gov and MyHealtheVet desktop.

TYPE OF ACTIVITY: (Check one)

- ☐ Customer Research (Interview, Focus Groups, Surveys)
- ☒ Customer Feedback Survey
- ☐ Usability Testing of Products or Services

ACTIVITY DETAILS

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?
 - ☐ Yes
 - ☒ No
 - ☐ Not a survey
2. How will you collect the information? (Check all that apply)
 - ☒ Web-based or other forms of Social Media
 - ☐ Telephone
 - ☐ In-person

- ☐ Mail
☐ Other, Explain

3. Who will you collect the information from?

Users who interact with the MyHealtheVet system or VA.gov MyHealtheVet and Oracle Health web pages and desktop version will be surveyed. All results are voluntary and anonymous. Only users with accounts will be surveyed as login is necessary to view these pages or desktop version.

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

A user feedback button will be available on each of the web pages and desktop version related to the systems for response. A pop up survey will be supplied to 50% of users who remain on the page for one minute. All responses are anonymous and do not collect PII information.

5. What will the activity look like?

A user feedback button will be available on each of the web pages and desktop version related to the systems for response. A pop up survey will be supplied to 50% of users who remain on the page for one minute. All responses are anonymous and do not collect PII information.

6. Please provide your question list.

Please see attached.

7. When will the activity happen?

This survey will remain on our website in alignment with the timing of the overall clearance.

8. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

☐ Yes ☒ No

If Yes, describe:

XXX

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals and Households	50,000/year	3	2500

Totals	50,000/year	3	2500
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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;
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 and email address of person who developed this survey/focus group/interview:

Name: _Brian Brown

Email address: __Brian.Brown3@va.gov

All instruments used to collect information must include:

OMB Control No. 2900-0876

Expiration Date: 2/28/2026

HELP SHEET
(OMB Control Number: XXXX-XXXX)

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.

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: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

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 per row.

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.