Policy and Data Security Considerations for Government Use of Online Testing

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Topics of Consideration

- Federal Authority to Operate

- Respondent Messaging
  - Required components
  - Pretested language

- Lessons Learned
  - Implementing Procedures
  - Field Memos

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Federal Authority to Operate

- FedRAMP Moderate Certification was key

- ~5 month from the FedRAMP certification to completion of our ATO

- Fully authorized to collect personally identifiable data

Required Language

Required Language:	Paperwork Reduction Act	Privacy Act
1) The legal authority(ies) that authorize the collection of information	X	X
2) Reason/purpose for the information collection, including the way the information will be used	X	X
3) Whether responses are mandatory or voluntary (citing the authority)	X	X
4) Published routine use for which information is subject and citation to relevant System of Records Notice (SORN)		X
5) The effects on the individual for not responding if any		X
6) The nature and extent of confidentiality to be provided (if any) citing authority	X	
7) An estimate of the average respondent burden together with a request that the public direct to the agency any comments concerning the accuracy of this burden estimate and any suggestions for reducing this burden	X	
8) OMB control number	X	
9) A statement that an agency may not conduct, and a person is not required to respond to, an information collection request unless it displays a currently valid OMB control number.	X	

Respondent Messaging Research

Year	Name of Study	N	Type of Study	Reason for study
2015	Respondent Confidentiality Messaging	303	Web probing	Test respondent-facing privacy and confidentiality messaging
		40	Cognitive interviews	
2016	Confidentiality Pledge Testing	360	Web probing	Develop and test new confidentiality pledge
		30	Cognitive interviews	
2018	Privacy Act Cognitive Testing	38	Cognitive interviews	Test language required by Privacy Act

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Highlights

- Required notifications in invitation and/or introduction screen
- Burden estimate statement prominent
  - *IF* 10 minutes or less
  - Email subject line and intro screen
- Emphasize privacy and confidentiality protections
  - Important for Spanish language collections
- Future research can test placement of required language

Qualtrics Implementation: Lessons Learned

- Standard Operating Procedures
  - Procedures for sampling/excluding from future studies
  - "From" email address
  - Notifying Public Information Office/Field Staff
  - User acceptance testing
- Qualtrics user group
  - Discuss operating procedures
  - Share experiences and tips

Thank you!