

Date: September 6, 2007

From: HRSA Reports Clearance Officer

Subject: Request for Approval of the National Marrow Donor Program (NMDP) Donor Satisfaction Survey

To: Human Resources and Housing Branch
Office of Information and Regulatory Affairs, OMB

Through: HHS Reports Clearance Officer

The Health Resources and Services Administration (HRSA), is seeking approval under the generic clearance approval, OMB No. 0915-0212, for a customer satisfaction survey. HRSA analysts and staff, whose comments regarding development, design, conduct, and analysis were incorporated, have reviewed this survey.

This survey was developed by the National Marrow Donor Program (NMDP) Donor Advocacy Program with input from donor centers. The survey instrument will obtain information from donor volunteers on their donation experience and will assess satisfaction the donor staff, donor information and educational materials, and suggestions for improvement. The survey instrument is quite brief and will take less than 10 minutes to complete. The instrument will be available on paper and on the web. A description of the purpose for the survey is included as an attachment, along with a copy of the survey instrument and cover letter.

The survey will help fulfill the requirements of:

Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector;

The March 3, 1998, White House Memorandum, "Conducting 'Conversations with America' to Further Improve Customer Service," which further directs Agencies to determine the kind and quality of service its customers want and their level of satisfaction with existing services.

This is HRSA's 2nd submission under this approval for 2007, and the 8th overall since HRSA first obtained the generic approval. This project will impose an estimated annual total burden of 280 hours. The currently approved total burden hours in the OMB

inventory for control number 0915-0212 is 5,075 hours. At present, only 365 of the approved hours are being utilized (this includes the recently approved 23 hour burden for another satisfaction survey). This survey would use 280 hours of the approved burden.

Please contact Susan Queen on 301-443-1129 with any questions or for additional information regarding this activity. Thank you for your assistance with this effort.

Susan G. Queen, Ph.D.