

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION SUBMISSION

NSF Mobile Web Site Survey

A. JUSTIFICATION

1. CIRCUMSTANCES MAKING COLLECTION OF INFORMATION NECESSARY

On September 11, 1993, President Clinton issued Executive Order 12862, “Setting Customer Service Standards,” which clearly defined his vision that the Federal agencies will put the public first. To accomplish this, President Clinton called for a “revolution within the Federal government to change the way it does business.” He expected this process to require continual reform of government practices and operations to the end that, “when dealing with the Federal agencies, all people receive service that matches or exceeds the best service available in the private sector.”

Section 1(b) of this E.O. requires agencies to “survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services” and Section 1(a) requires agencies to “survey front-line employees on barriers to, and ideas for, matching the best in business.” These Presidential requirements established an ongoing need for the National Science Foundation (NSF) to engage in an interactive process of collecting information and using it to improve program services and processes.

NSF plans to build a version of its web site, www.nsf.gov, designed specifically for access by mobile devices such as cell phones and PDAs. Research shows that more and more people access information through such devices. In addition, the large number of visitors that

come to NSF each year would be well-served by being able to access directions to NSF, staff contact information and other information from their mobile devices while en route.

NSF plans to survey the users of its web site to determine the level of demand for a mobile version of the site and the type of information potential users of the site would like to have included.

2. HOW, BY WHOM, AND PURPOSE FOR WHICH INFORMATION IS TO BE USED

The intended respondents are visitors to the NSF web site. The data will be used to develop functional requirements for a mobile version of www.nsf.gov.

3. USE OF AUTOMATION

The survey will be conducted through a web page that will be accessible from the home page of the NSF web site.

4. EFFORTS TO IDENTIFY DUPLICATION

This survey is specific to the users of the NSF web site so it is not duplicating efforts at any other agency.

5. SMALL BUSINESS CONSIDERATIONS

Not applicable.

6. CONSEQUENCES OF LESS FREQUENT COLLECTION

Not applicable.

7. SPECIAL CIRCUMSTANCES FOR COLLECTION

Not applicable.

8. FEDERAL REGISTER NOTICE.

The agency's notices, as required by 5 CFR 1320.8(d), were published in the *Federal Register* on January 22, 2008, at 73 FR 3756 and March 29, 2008 at 73 FR 16725 and no comments were received.

OUTSIDE CONSULTATION

The estimate of the burden was determined by testing how long it took individuals to complete the survey and multiplying it by the average number of respondents to previous surveys on the web site.

9. GIFTS OR REMUNERATION

Not applicable.

10. CONFIDENTIALITY PROVIDED TO RESPONDENTS

A statement will be provided to assure respondents that their answers will be kept confidential.

In addition, no personally identifiable information will be required.

11. QUESTIONS OF A SENSITIVE NATURE

No questions of a sensitive nature will be asked.

12. ESTIMATE OF BURDEN

The estimate of burden is 7000 minutes: 1000 respondents x 7 minutes each.

ANNUALIZED COST TO RESPONDENTS

From the Bureau of Labor Statistics, average hourly rate for

Computer science teachers, postsecondary: \$47.10

Mathematical science teachers, postsecondary: \$41.32

Engineering teachers, postsecondary: \$57.30

Biological science teachers, postsecondary: \$47.90

Atmospheric, earth, marine, and space sciences teachers, postsecondary: \$52.17

Chemistry teachers, postsecondary: \$49.23

Physics teachers, postsecondary: \$51.31

Economics teachers, postsecondary: \$56.64

Sociology teachers, postsecondary: \$52.67

Average = $\$50.63 / 60 \text{ minutes} = \$0.84 \times 7 \text{ minutes to complete survey} = \5.91

13. CAPITAL/STARTUP COSTS

Not applicable.

14. ANNUALIZED COST TO THE FEDERAL GOVERNMENT

1 hour staff time to create survey = \$61.76

4 hours staff time to analyze results = \$247.04

Total = \$308.80

15. CHANGES IN BURDEN

Not applicable.

16. PUBLICATION OF COLLECTION

Not applicable.

17. SEEKING APPROVAL TO NOT DISPLAY OMB EXPIRATION DATE

Not applicable.

18. EXCEPTION(S) TO THE CERTIFICATION STATEMENT (19) ON OMB 83-I

There are no exceptions.

B. STATISTICAL METHODS

Not applicable.