

SUBMISSION OF INFORMATION COLLECTION
UNDER GENERIC CLEARANCES

DATE OF REQUEST:4/30/2010

SUB AGENCY (I/C): National Human Genome Research Institute (NHGRI)

TITLE: Genetic/Genomic Competency Center (G2C2) Web site User Satisfaction Evaluation Survey

GENERIC CLEARANCE UNDER OMB# 0925-0486 **EXP. DATE:** 07/31/2010

ABSTRACT:

This Web survey is designed to measure customer satisfaction with the National Human Genome Research Institute, NHGRI, Genetic/Genomic Competency Center, G2C2 Web site; URL - www.g-2-c-2.org . NHGRI seeks to learn about the experience of individuals using their Web site. NHGRI seeks to ensure that they meet the information and resource needs of users and are easy to use. More specifically, NHGRI would like to learn how users feel the site may be improved upon. The information collected will be used internally to improve the site, if needed, and inform dissemination practices to ensure NHGRI is using efficient and high-impact tactics for informing potential users about the site.

The target number of respondents for this survey is 500. To ensure that this target is reached, site visitors will be provided a graphic or textual link to the survey on the Web page. In addition, an e-mail message will be sent to pre-existing distribution lists offering potential respondents a direct link to the survey. The information collected will be used by the NHGRI to improve upon the usefulness and user-friendliness of their Web site.

TOTAL ANNUAL BURDEN APPROVED: 8684.00

BURDEN USED TO DATE: 2022.7

BURDEN THIS REQUEST: 42

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

YES NO N/A

OBLIGATION TO RESPOND:

VOLUNTARY

REQUIRED TO OBTAIN OR RETAIN BENEFITS

MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

WEB SITE

TELEPHONE INTERVIEW

MAIL RESPONSE

IN PERSON INTERVIEW

OTHER: link to web site survey in e-mail

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