**Mini Supporting Statement**

**NCRR (National Center for Research Resources) Networks for Clinical Research Web site User Satisfaction Survey**
**OMB No. 0925-0486**

## Section A

### A.1 Circumstances Requiring the Collection of Data

Data collections performed under this clearance are made according to Executive Order 12862 which directs federal agencies that provide significant services directly to the public to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services.

In accordance with Executive Branch and Congressional mandates to provide information dissemination, and under its mission, NIH continues to expand the availability of vital health information over the Internet. NCRR's (National Center for Research Resources) Networks for Clinical Research Web site provides a searchable inventory and database of clinical research networks. Search methods include browsing by network name, keyword searches, and advanced searches with drop down menus. The inventory is continuously adding clinical research networks as they are created and/or identified.

The results of this survey would provide guidance for improving Web-based information dissemination service. Authorization to collect these data is given under Section 301 of the Public Health Service Act (42 USC 241).

### A.2 Purposes and Uses of the Data

The survey data will help NIH determine customers' satisfaction with the NCRR Networks for Clinical Research Web site. It will also indicate areas for service improvement.

**A.3 Use of Information Technology to Reduce Burden**

As appropriate, automated information technology will be used to collect and process information for this survey to reduce the burden on the public. The survey will be conducted on the Networks for Clinical Research Web site. People outside of the site will not receive the survey material. Responses will be collected online.

**A.4 Efforts to Identify Duplication**

Users will be asked to complete the survey only once.

**A.5. Small Business**

NA

**A.6 Consequences of Not Collecting the Information**

The survey is considered appropriate to measure the impact of changes that take place on the Web site. Without this survey, information will not be adapted to meet customer needs and the satisfaction with existing information will not be ascertained.

The survey results will be administered, analyzed, and interpreted as needed on an on-going basis by the Institute. Participation will be voluntary.

**A7. Special Circumstances Justifying Inconsistencies with Guidelines in 5 C.F.R. 1320.6**

This survey will be implemented in a manner that fully complies with 5 C.F.R. 1320.6.

**A.8. Comments in Response to the *Federal Register* Notice and Efforts to Consult Outside the Agency**

**A.** As required by 5CFR 1320.8(d), a notice of this proposed data collection appeared in the *Federal Register*, Vol. 72, No. 13, pg. 2700 on January 22, 2007. There were no public comments.

**B.** The 30-day notice appeared in the *Federal Register*, Vol. 72, No. 92, pg. 27143 on May 14, 2007. There were no public comments.

**A.9. Payments or Gifts to Respondents**

No payment will be provided to survey participants.

**A.10.** Participation is voluntary. Names are not recorded on the questionnaires, nor are personal identifying data maintained in the database.

**A.11 Questions of a Sensitive Nature**

No questions of a sensitive nature are included in the survey.

**A.12** Estimates of Response of Burden

| Estimates of Annual Hours Burden | | | | |
|---|---|---|---|---|
| Types of Respondents | Number of Respondents | Frequency of Response | Average Response Time | Annual Hour Burden |
| Clinical Research Investigators, Sponsors, Clinical Research Administrators, Health care providers, Scientists, Researchers, Site/Study coordinators, Data management staff, Information technology staff, Research associates/assistants. | 400 | 1 | 5 min | 33 hrs (2,000 min) |

| Annualized Cost to Respondents | | | | |
|---|---|---|---|---|
| Types of Respondents | Number of Respondents | Frequency of Response | Hourly Wage Rate | Respondent Cost |
| Clinical Research Investigators, Sponsors, Clinical Research Administrators, Health care providers, Scientists, Researchers, Site/Study coordinators, Data management staff, Information technology staff, Research associates/assistants. | 400 | 1 | $16.00 | $533 |

**A.13. Estimate of Total Capital and Startup Costs/Operation and Maintenance Costs to Respondents or Record Keepers**

There will be no capital, operating, or maintenance costs to the respondent.

**A.14. Estimates of Costs to the Federal Government**

The cost for this survey is $ $13,747. This includes survey design, clearance package preparation, data collection, data analysis and reporting.

**A.15. Changes in Burden**

N/A

**A.16. Plans for Publication, analysis and Schedule**

Surveys will be administered, analyzed, and interpreted as needed on an on-going basis. Data is collected continuously until the target number of respondents is reached. The form is then removed from the Web site. Survey questions are formulated using radio buttons, thereby easing respondent burden while providing quantitative data. Open-ended questions are also utilized. Responses may be summarized and assessed as a whole, or coded and categorized for value in potential improvements. Data is analyzed, a report is prepared, and improvements to the Web site are made. Study results will be used internally by the NIH component to improve the usefulness of the Networks for Clinical Research Web site. Reports, articles, and presentations may be developed as appropriate to share findings among other NIH components.

**A.17. Approval to Not Display Expiration Date**

No exemption is requested.

**A.18 Exceptions to Item 19 of OMB form 83-I**

This data collection has been designed in accordance with the requirements specified in Item 19 of the OMB 83-I. No exceptions to certification are requested.