

## **Mini Supporting Statement**

### **User Satisfaction Survey for PubChem Users**

#### **Section A**

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

This 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; and
- The March 3, 1998 White House Memorandum, “Conducting Conversations with America to Further Improve Customer Service,” which directs Agencies to determine the kind and quality of service its customers want as well as their level of satisfaction with existing services.

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

The survey data will help the Molecular Libraries and Imaging Initiative Working Group determine customers’ satisfaction with various components of the Initiative. It will also indicate areas for 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 online to ensure accessibility, security, and confidentiality. Other modes of responses (e.g., E-mail, fax) will be accepted if requested by the public.

##### **A.4 Efforts to Identify Duplication**

Users will be asked to complete the survey annually.

##### **A.5. Small Business**

N/A

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

The Molecular Libraries and Imaging Initiative Working Group will conduct this survey annually for 5 years. This is considered appropriate to identify gaps and challenges, highlight opportunities for enhancement, and measure the impact of changes in various components of the Initiative. Absent this survey, the Initiative will not be adapted to meet user needs and the satisfaction with existing activities and resources will not be ascertained.

##### **A.7 Special Circumstances Justifying Inconsistencies with Guidelines in 5 C.F.R. 1320.5**

This survey will be implemented in a manner that fully complies with 5 C.F.R. 1320.5.

##### **A.8. Consultation Outside the Agency**

N/A

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

No payment or gift will be provided to survey participants.

**A.10. Assurance of Confidentiality**

Individual respondents will not be identified and participation will be strictly voluntary. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their eligibility for or receipt of grants, contracts, or services.

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

No questions will be asked of a personal or sensitive nature.

**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
PubChem Users	1,039	1	20 min	346.25 hrs (20,780 min)

Annualized Cost to Respondents				
Types of Respondents	Number of Respondents	Frequency of Response	Hourly Wage Rate	Respondent Cost
PubChem Users	1,039	1	\$35.00	\$12,119

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

N/A

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

Cost to the Federal government for the User Satisfaction Survey includes \$35 for the use of a Web-based survey program.

**A.15. Changes in Burden**

N/A

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

Responses will be tabulated after the completion of the survey. Findings will be published in a report for the NIH leadership and scientific community within a timely fashion in order to contribute to the improvement of Molecular Libraries and Imaging Initiative and the development of future initiatives.

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

We are not requesting an exemption to the display of the OMB Expiration date.

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

These surveys will comply with the requirements in 5 CFR 1320.9.

## **Section B**

### **B.1. Respondent Universe and Sampling Methods**

The survey was created to obtain information from PubChem users. It will be used to assist in measuring their satisfaction with various components of the Initiative.

### **B.2. Information Collection Procedures/Limitations of the Study**

The Molecular Libraries and Imaging Initiative Working Group will collect all information in a manner that is consistent with the following principles:

- Appropriate sample sizes will be determined for the survey so that the burden is minimized while reliable estimates are produced.
- Participation will be fully voluntary, and non-participation will have no impact on eligibility for or receipt of future grants, contracts, or services.
- Collected information will be limited to that which is needed to assess user satisfaction.

### **B.3. Methods for Maximizing the Response Rate and Addressing Issues of Nonresponse**

Consistent with sound survey methodology, the design of the survey will include approaches to maximize response rates, while retaining the voluntary nature of the effort.

### **B.4. Tests of Procedures of Methods**

All pre-testing will be carried out at a level and in a manner consistent with the specific survey.