UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
National Center for Computational Toxicology
Research Triangle Park, NC 27711

OFFICE OF RESEARCH AND DEVELOPMENT

February 11, 2011

MEMORANDUM

SUBJECT: Request for Clearance for the EPA Computational Toxicology Research Program survey under EPA ICR No. 1711.12, OMB No. 2090-0010, Voluntary Customer Satisfaction Surveys

FROM: Dr. Robert Kavlock, Director
EPA's National Center for Computational Toxicology (B205-01)

THRU: Michelle Mandolia, (1807T)
Office of Policy, Economics, and Innovation

TO: Spencer Clark (2822T)
Information Collections Division
Office of Environmental Information

The National Center for Computational Toxicology is requesting approval to conduct Customer Satisfaction Surveys about tools developed by the Computational Toxicology Research Program. EPA's Computational Toxicology Research Program (CompTox) develops decision-support tools that can be used to prioritize chemicals based on their potential toxicity to humans and the environment. These tools are developed and used by CompTox partners including EPA employees, other federal agency employees, higher education academic institutions, industry trade associations, professional societies, non-governmental organizations and state and local government. To improve satisfaction with these tools, we want to gather feedback and evaluation through a customer satisfaction survey.

Estimated Burden Hours
The survey will be distributed to approximately 400 partners and estimates that 15% (or 60 partners) will respond.

- The *Computational Toxicology Research Program Customer Satisfaction Form* (Attachment 1) consists of 8 questions; NCCT estimates that it will take a respondent 5 minutes to complete this

survey. Five questions are multiple choice (asking partners to rank) and two are open-ended for comments and suggestions.

Based upon these figures, NCCT estimates that the respondent burden hours are as follows:

Conference Evaluation Form	
Number of expected respondents	60 (15% of 400 partners)
Minutes per response	5
Total burden time per conference	300 minutes (5 hours)

Total estimated burden for surveys=5 hours

NCCT will compile the responses to analyze the data in order to determine ways to improve developed Computational Toxicology research tools. NCCT expects to spend 16 hours compiling, analyzing and evaluating resulting data to determine ways to improve customer satisfaction with the tools. The resources invested in acting upon the findings will vary depending upon the results of the analysis.

If you have any questions or concerns about this request please contact Monica Linnenbrink a member of my staff at (919) 541-1522 or linnenbrink.monica@epa.gov.