

**Request for Approval under the
“Generic Clearance for the Collection of Routine Customer Feedback” (NCI)
(OMB Control Number: 0925-0642-06, Expiration Date 9/30/2014)**

TITLE OF INFORMATION COLLECTION: Research to Reality User Satisfaction Survey

PURPOSE:

ResearchtoReality.cancer.gov is an online community of practice (CoP) designed to bring together cancer control practitioners and researchers to discuss moving evidence-based programs into practice. Developed and supported by the National Cancer Institute (NCI), this community is both an information resource and a forum where members can connect and collaborate with other public health professionals to ask questions, discuss ideas and solutions, share useful resources and tools, and participate in cyber-seminars and other events.

The purpose of this data collection effort is to garner R2R stakeholders’ satisfaction and feedback on the R2R web site in an efficient, timely manner. We will be using a qualitative customer satisfaction survey (opt-in web survey). Evaluation results will also provide real-time feedback of program efforts to help NCI decide whether or not to make changes to content, activities, and/or features of the web site.

DESCRIPTION OF RESPONDENTS:

The target audiences for this customer satisfaction survey are cancer control practitioners and researchers who utilize the Research to Reality (R2R) web site to discuss moving evidence-based programs into practice. We anticipate that our participants will come from a variety of different types of organizations, including: advocacy, academic, clinical settings, non-government, and government organizations. The survey is intended for web site visitors who have experience with the R2R web site or may have experience with the web site in the near future. The survey link will be placed in the featured content (yellow) box on the R2R homepage, <https://researchtoReality.cancer.gov>, until 300 web site visitors have responded to the survey.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.

- The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Candace Maynard

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	300	10 mins	50 hrs
Totals	300	10 mins	50 hrs

Total Burden Hours used for IC's to date: 115
 Total Burden Hours Approved for IC's under 0925-0642: 8750
 Total Burden Hours currently requested: 50

FEDERAL COST: The estimated annual cost to the Federal government is \$632.00.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

- Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Potential participants will be invited to participate via an on-line web link placed in the featured content (yellow) box on the Research to Reality (R2R) homepage,

<https://researchtoReality.cancer.gov>. This method of identification was chosen so that web site visitors who have experience with the R2R web site or may have experience with the web site in the near future complete the survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Attachment 1: Research to Reality User Satisfaction Questions and Screenshots