Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (NCI) (OMB Control Number: 0925-06425-25, Expiration Date 9/30/2014)

TITLE OF INFORMATION COLLECTION: Center for Cancer Training (CCT) Web Site Usability Testing

PURPOSE: The Center for Cancer Training (CCT) in the National Cancer Institute's Office of the Director is seeking to test the usability and overall effectiveness of their web site at http://www.cancer.gov/cct. The usability test will help determine the usability of the CCT web site in preparation for making improvements to the site. The current CCT web site has undergone a number of changes since its inception, but the overall skeleton and general content (while updated) have not changed. The site serves as the main source for disseminating information about NCI's intramural and extramural training opportunities for current and prospective trainees, fellows, and grantees. Usability testing would inform plans for changes in web site layout, function, and content designed to ensure that the site meets the needs of its primary users.

DESCRIPTION OF RESPONDENTS:
CCT is targeting four audiences:
1. Current and past trainees, fellows, and grantees
2. Prospective trainees, fellows, and grantees
3. Research professionals at the National Institutes of Health (NIH) and elsewhere
4. Grant administrators at the NIH and elsewhere

Within each audience, CCT will be selecting a mix of naïve and experienced CCT Web site users.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form	[ ] Customer Satisfaction Survey
[X] Usability Testing (e.g., Website or Software)	[ ] Small Discussion Group
[ ] Focus Group	[ ] 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.
6. 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: _____Angela Jones_____

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

Personally Identifiable Information:

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

Contact information will be collected in order to coordinate testing sessions. All contact data will be destroyed at the conclusion of the usability testing, which is scheduled to occur in the Spring, 2013.

Gifts or Payments:

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

Each non-Federal respondent will be given a $25 gift card as a token of appreciation. This level of incentive is necessary due to the fact that research professionals and non-NIH grant administrators are extremely busy and notoriously hard to recruit. Their participation in this study is critical. Given that we are asking them for up to one hour of their time, we believe the $25 incentive is necessary to facilitate recruitment.

Federal employees are being asked to participate because of their position and knowledge related to their job duties and the website. Since Federal employees will be responding as part of their official duties and while on the job, they will not be offered an incentive since then it would be considered dual compensation.

BURDEN HOURS

Category of Respondent	Instrument	No. of Respondents	Participation Time(in hours)	Burden Time
Individuals	Screener	46	5/60	4
	Usability Test Script/Guide	20	1	20
Totals				24

Four Federal employees will also be screened and participate in the usability testing but are not included in the above reported burden. See recruitment plan table below for additional information about the category and types of respondents to be recruited.

Total Burden Hours used for ICs to date: 1,525
Total Burden Hours Approved for IC's under 0925-0642: 8,750
Total Burden Hours currently requested: 24

FEDERAL COST: The estimated annual cost to the Federal government is _$20,000_____

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

1. 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 [X] No

CCT Recruitment Plan

CCT has indicated a desire to include a mix of naïve and experienced CCT Web site users. To recruit experienced users, NOVA will contact: (1) current training grantees, fellows, and interns; (2) potential grantees, fellows, and trainees; (3) professionals at NIH and elsewhere who manage training grantee, fellowship, and internship programs; and (4) training grant administrators at NIH and elsewhere. To recruit naïve visitors, NOVA will contact: (1) professionals at academic institutions with programs relevant to cancer research for names of potential applicants and (2) professionals at NIH and elsewhere who work with training grantees, interns, and/or fellows but who do not manage such programs. Respondents will be selected to participate based on their availability during the two weeks proposed for test administration.

Experienced Users (N=14; 12 Non-Fed)	Naïve Users (N=10, 8 Non-Fed)
Current or past training grantees, fellows, and interns (4 Non-Fed) • NCI training grantee list • NCI fellow list • NCI trainee list	
Prospective training grantees, fellows, and interns (6 Non-Fed) • Listserv of students who have visited the OCE-hosted training exhibit	Prospective training grantees, fellows, and grantees (6 Non-Fed) • Academic institutions (request names of potential applicants)
Research professionals at NIH or elsewhere who manage trainee, fellowship, and internship programs (1 Non-Fed and 1 Federal employee) • Contacts for training grantee, fellowship, and internship programs at NCI and other NIH Institutes	Research professionals at NIH or elsewhere who work with trainees, fellows, interns but do not manage the programs (2 Non-Fed and 2 Federal employees) • Database search
Grant administrators at NIH and elsewhere (1 Non-Fed and 1 Federal employee) ▪ QVR search of CCT portfolio	

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   [X] Web-based (Adobe Connect for individual usability tests)
   [X] Telephone (Screener and individual usability tests)
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain

2. Will interviewers or facilitators be used? [X] Yes [ ] No

List of instruments, instructions, and scripts submitted with this request:

Attachment #1: Screener
Attachment #2: Recruitment Letters
Attachment #3: Usability Guide
Attachment #4: Consent Form