Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (NCI) (OMB Control Number: 0925-0642-28, Expiration Date 9/30/2014)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction and Feedback about the NCI Best Practices for Biospecimen Resources

PURPOSE:
The National Cancer Institute's (NCI) Biorepository and Biospecimen Research Branch's (BBRB) mission is to facilitate cancer and biomedical research by improving the quality and consistency of human biospecimens. BBRB achieves this mission through development and deployment of standards that represent the state of the science for biospecimens collections. Focus groups were conducted in November, 2012 **(**OMB No. 0925-0642-16, approved 10/2012) to determine questions for the financial sustainability of biobanking survey. Recently the financial sustainability survey was proposed to OMB and returned (as being out of scope). That survey will be resubmitted as a full submission shortly for approval.

BBRB's focus for this survey is to determine customer satisfaction with the NCI Best Practices of Biospecimen Resources, originally created in 2009 and then revised in 2011. Specifically, this survey will:

1) Identify who in the biobanking community is already using the National Cancer Institute (NCI) Best Practices for Biospecimen Resources as a resource. This is to gauge awareness and perception of the resource, encourage other groups to use and adopt the resource, and to include additional information for other specific groups, as indicated.
2) Identify how satisfied customers are with the resource, or if they are not using the resource, then why; and
3) Provide feedback for improvements of the NCI Best Practices for Biospecimen Resources.

DESCRIPTION OF RESPONDENTS:
Survey participants are individuals who are part of the biobanking community and NIH grantees as well as their collaborators both foreign and domestic.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form	[X] Customer Satisfaction Survey
[ ] 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: ___Jim Vaught _____

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. 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 [x] No

Category of Respondent	Instrument	No. of Respondents	Participation Time (in hours)	Total Burden Hours
Individuals*	Electronic Survey Instrument	1000	10/60	167

BURDEN HOURS

*It is anticipated that part of the respondent group will be Federal employees. If the Federal employees choose to complete the survey, they will be responding as individuals expressing their own opinions and not as part of their official job duties.

Total Burden Hours used for IC's to date: 167
Total Burden Hours Approved for IC's under 0925-0642: 8,750
Total Burden Hours currently requested: 1,599

FEDERAL COST: The estimated annual cost to the Federal government is

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

Survey participants will be identified through Google searches, searches of the National Institutes of Health Research Portfolio Online Reporting Tools (RePORT) website, and through personal recommendations. Additionally, invitations will be sent to all members of the International Society for Biological and Environmental Repositories (ISBER), Biorepositories and Biospecimen Research Branch, and the NIH Biospecimen Interest Group mailing lists. It is anticipated that approximately 4000 potential participants will be identified and receive an

invitation email to provide feedback for the survey. The first couple pages of the survey include the introduction, privacy statement, and consent before information is collected.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   - [x] Web-based or other forms of Social Media (a web-based survey will be used)
   - [ ] Telephone
   - [ ] In-person
   - [ ] Mail
   - [ ] Other, Explain

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

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

Attachment #1: Survey Instrument
Attachment #2: Invitation letter