

**Request for Approval under the  
“Generic Clearance for the Collection of Routine Customer Feedback” (NCI)  
(OMB Control Number: 0925-0642-32, Expiration Date 9/30/2014)**

---

**TITLE OF INFORMATION COLLECTION:** Protocol and Information Office (PIO)  
External Customer Satisfaction Survey

**PURPOSE:** The Cancer Therapy Evaluation Program’s Protocol and Information Office (CTEP PIO) serves to improve the protocol development and conduct processes through the use of efficient business practices and informatics tools within the Division of Cancer Treatment and Diagnosis (DCTD). The PIO External<sup>1</sup> Customer Satisfaction Survey is one means the PIO serves this purpose. The CTEP PIO manages all protocol related materials and coordinating major aspects of the scientific review process. CTEP PIO staff interacts directly with multiple personnel from each of the clinical trial site locations involved in the development and management of CTEP sponsored clinical trials. Interactions with clinical trial site personnel include, but are not limited to, answering general procedural questions, receiving submissions, forwarding communications from CTEP, invoking policy related to submissions being complete, and collecting information needed for entry into CTEP databases. The PIO Survey helps verify areas of high quality performance and areas for improvement as identified by the external stakeholders.

The results will be used to assess any gaps in performance and may indicate a need to improve how the CTEP PIO staff communicates to and with external stakeholders. Results are not made public but are shared internal to the NCI with personnel such as the PIO Project Officer, Head of PIO, CTEP Associate Director, CTEP Branch Chiefs and NCI contracts office. The survey was first piloted in 2011 (OMB No. 0925-0046, Expiration Date 2/28/2013) and a decision was made to collect this information on an annual basis.

**DESCRIPTION OF RESPONDENTS:**

- Cancer Center and Cooperative Group personnel including clinical trial site personnel, principle investigators, and site coordinators captured in the CTEP Enterprise database

**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.

---

<sup>1</sup> This distinction is made because the “external” survey is sent to customers outside of CTEP’s office. There is also an “internal” survey that is similar to this that is sent to people who work at NCI and are Federal employees.

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: \_\_\_\_\_ Martha Kruhm\_\_\_\_\_

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

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time (in hours)	Total Burden Hours
Individuals	100	5/60	8

Up to 10 Federal employees will receive the External Customer Satisfaction Survey as well, however since this survey is part of the official work duties the burden is not counted in the above table.

Total Burden Hours used for IC’s to date: 1,786  
 Total Burden Hours Approved for IC’s under 0925-0642: 8,750  
 Total Burden Hours currently requested: 8

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1000

**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?  
 [X] Yes [ ] No

An email invitation is sent to clinical trial site personnel listed in the CTEP Enterprise database. The invitation from PIO will include a link to the survey and participants will use their work email address to serve as a username to access 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

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

Attachment 1: Customer Satisfaction Survey (screenshots)

Attachment 2: Email Invitation