

**Request for Approval under the
“Generic Clearance for the Collection of Routine Customer Feedback” (NCI)
(OMB Control Number: 0925-0648-04, Expiration Date 1/31/2015)**

TITLE OF INFORMATION COLLECTION: NCI Patient Education Publications Survey

PURPOSE: This information collection request supports the National Cancer Institute (NCI) Office of Cancer Content Management (OCCM) in the Office of Communications and Education (OCE). OCCM is interested in conducting a survey of patient education professionals to assess how satisfied they are with the availability of NCI’s patient education publications and whether there are alternative service delivery options (e.g., electronically). Due to budget cuts, the Office of Communications and Education has ceased printing its patient education materials. As a result, supply has diminished considerably and OCE has heard subjectively that patient educators are not satisfied with the reduced availability. To make up for the shortage, there are a number of non-print options for patient education content and NCI is continuing to explore more. The goal of this survey is to find out how satisfied the patients educators are with the availability of print materials, to assess how NCI’s non-print options are being used and which specific areas of content are needed most. This information will be used to improve NCI’s service delivery options in regards to NCI’s patient education materials.

DESCRIPTION OF RESPONDENTS: Respondents will be cancer patient educators who work with cancer patients and their family members.

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.
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: Louise Cunningham

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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

Though PII is needed to contact the participants, PII is not collected, maintained, or stored by NCI. A contractor holds this information and will be sending out the email invitations on behalf of NCI and thus the names of the participants will not be known to NCI.

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	Number of Respondents	Number of Responses per Respondent	Average Burden Per Response (in hours)	Total Burden Hours
Individuals	200	1	10/60	33

Total Burden Hours used for IC's to date: 2,053
Total Burden Hours Approved for IC's under 0925-0648: 148,074
Total Burden Hours currently requested: 33

FEDERAL COST: The estimated annual cost to the Federal government is \$ 8,000.

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 No

Three separate groups of cancer patient educators will be recruited as participants for the survey. Respondents will be recruited through two existing listservs that NCI maintains, and one private sector non-profit listserv.

- The NCI Cancer Patient Education listserv. This is a voluntary listserv that anyone working in patient education can sign up for via NCI's website, cancer.gov.
- The NCI's Ride-On listserv. This is a list of educators who sign up to be notified when OCCM is reprinting booklets, in order to attach on to our print order.
- The Cancer Patient Education Network (CPEN) Listserv. This is an organization of cancer patient educators from all over the United States. They are from health organizations that serve cancer patients: cancer centers, hospitals, private offices, and advocacy organizations.

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 A: Email Invitation

Attachment B: Screenshots of Survey