

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0925-0648)

TITLE OF INFORMATION COLLECTION: Usability testing of PHPartners.org website

PURPOSE: The purpose of the usability testing is to evaluate the effectiveness and provide feedback about the PHPartners.org website. The mission of the PHPartners.org website is, “Helping the public health workforce find and use information effectively to improve and protect the public's health”. The National Library of Medicine (NLM) is a founding partner, and its task is to develop content for the website, with assistance from the other partners. The website has not had an evaluation done recently and this is needed to make sure that the public health workforce can effectively use the website to find the information they need to do their jobs. The work of public health has changed and now includes everything from immunizations to bioterrorism and emergency preparedness as well as helping primary care integrate with public health practice. Usability testing is an iterative process. As such, the usability testing will consist of seven usability sessions. Participants are not required to participate in all seven sessions.

DESCRIPTION OF RESPONDENTS: Respondents will be members of the public health workforce, either state or local public health workers, health educators, and the librarians who work with the public health workforce. Also public health students and researchers will be asked to participate in the usability testing.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Lisa Sedlar

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? Yes No
- 2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- 3. If Applicable, has a System or Records Notice 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
Private Sector (not-for-profit institutions)	60	5/60	5
Totals			5 hrs.

FEDERAL COST: The estimated annual cost to the Federal government is \$5000_____

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

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?

We will send out the invitation to participate in the survey through the PHPartners.org member organizations. Participants will voluntary offer to participate in the usability testing. If too many respondents volunteer, a geographically diverse population will be selected. The size of the health department will also be a factor in deciding on the final group of participants, as we want to have representation from different sizes of health departments.

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

Attachment 1: NLM PHPartners Usability Testing Instrument (screenshots)
Attachment 2: NLM PHPartners Invitation to Participate in Usability Testing