Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"
(OMB Control Number: 0920-0953)

TITLE OF INFORMATION COLLECTION:

Customer Satisfaction Surveys to Improve Worker Notification Efforts:
Feedback Survey #2

PURPOSE:

The proposed activity will allow the Industry-wide Studies Branch (IWSB) to gather input from workers included in IWSB studies. IWSB conducts epidemiological studies of specific worksites examining the possible long-term health effects (e.g. cancer) of working with working with hazardous agents. IWSB studies are mostly records-based, which means workers are often unaware that a study was occurring. IWSB studies may also be based on questionnaire data, though these studies are fewer; these study populations may include workers and proxies.

The number of workers included in IWSB studies varies from 150 to 30,000 workers in a study. When a study is complete, it is assessed to determine whether we should communicate, or notify, the results to workers. Several factors are considered when making this decision, such as whether there is/are increased health outcome(s), whether it is possible that the increased outcomes are job-related, benefit to informing the study population, etc. In communicating the results of a study to the study population, we work to inform the study population about the study, how it was done, what health concerns were noted and suggestions to better ensure worker health.

Worker notification materials: Old approach
In the past, we would prepare a cover letter and print materials that summarized the study and findings. These materials would be mailed directly to each living worker in the study. Based on feedback we've received using the survey instrument we prepared years ago (Reader Response Card, OMB 0920-0566 expiration date 8/31/2015), we have made changes to our approach to notifying workers. Upon approval, the current ICR (0920-0566) will be discontinued. An assessment of our past reader response card data has indicated that:
- some workers do not feel our studies were well done or they question the study validity (especially in records-based studies which often do not obtain worker input)
- some workers feel we are not addressing the right concerns
- some workers feel we are not providing enough details

In modifying our approach to notification, we are working to address these issues by:
- providing more details about how we did our studies
- sharing the struggles we faced rather than sequestering them
- trying to provide recommendations that better consider, and acknowledge, the barriers current and retired workers may face in implementing them

Worker notification materials: New approach
In our new approach for notifying, a cover letter will be sent to the study population. The cover letter will be relatively brief, with information to explain why the worker is receiving the information, a main message regarding the findings, and a link to our website for more details. We will also provide contact information for questions. Most of the study details will be

provided on our website (NIOSH Worker Health Study Summaries topic page). Workers may also contact us to request a hard copy of the detailed information provided on the website if they do not have internet access or would prefer a hard copy of the information. Our hope is that these changes to how we notify will result in improved notification materials that work to establish trust among our working populations and also respond to workers' information needs.

As a result of our changes in process, the current customer feedback tool we had been using (Reader Response Card) is obsolete. Therefore, we have created a set of new tools (survey 1, 2, and 3) to collect feedback to determine if the changes to our notification approach improve workers' trust in our studies and with the information we prepare regarding the study.

Survey #2 will be an electronic survey. As mentioned above, when we notify a study population, we will send a cover letter, along with survey #2; the cover letter will direct them to our website to learn more about our study. The electronic survey will pop up on the website to obtain feedback specific to the content supplied on the web. This feedback will help gauge whether we provided enough details and information to improve worker trust in our studies and the recommendations we provide.

DESCRIPTION OF RESPONDENTS:

Respondents are workers included in IWSB studies who will receive notification materials upon study completion. These worker populations range in their occupation and industry, but most of IWSB's research studies include workers from the manufacturing, transportation, service, and healthcare sectors. The largest study population we have currently includes ~20,000 living workers. Based on previous experience using the reader response card, we can assume we will get a 15% response rate (3000 respondents) when completing a mailing to a population of this size.

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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<u>: Gregory Hartle</u>_____

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [ ] Yes [X] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [X] 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	No. of Responses per Respondent	Participation Time	Burden Hours
One Study Population	3000	1	10/60	500
Total				500

FEDERAL COST: The estimated annual cost to the Federal government is $630.00 (survey monkey gold plan - $300; FTE costs to post survey (GS12, 8 hours max, hourly rate of $41.25).

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?

<div align="right">[x] Yes[ ] No</div>

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?

Yes, we have a "customer" list. Each study in IWSB has a list of workers (and proxies, when applicable) who are included in the study cohort. Everyone included in the study cohort will receive a cover letter that will direct them to our website; therefore, the "customer" list will mostly be based on the study roster. It is possible, however, that others outside of the study could access the web content through a search engine.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [x] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person

[ ] Mail
[ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [x] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.