

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0668 ExpDate: 01/2016)

TITLE OF INFORMATION COLLECTION: The Immunology Database and Analysis Portal (ImmPort) System Customer Satisfaction Surveys.

PURPOSE:

The Division of Allergy, Immunology, and Transplantation (DAIT) of the National Institute of Allergy and Infectious Diseases (NIAID) developed the Immunology Database and Analysis Portal (ImmPort) system under the Bioinformatics Integration Support Contract (BISC) Phase III by the Northrop Grumman (NG) Information Technology Health Solutions team. ImmPort provides the means for scientists to easily access, store, analyze, and exchange complex high-quality datasets. ImmPort provides several resources to scientific researchers, which include a data repository for archiving clinical trial and research datasets, a suite of bioinformatics analysis and data integration tools, data standards and associated data submission templates, and technical support to data users and submitters.

NIAID is interested in knowing the overall satisfaction of ImmPort data users and submitters. The customer satisfaction surveys will ask each of these groups (users and submitters) about satisfaction with system elements and templates, data quality, and overall perceptions of the ImmPort system to date. The survey results will be used to improve the ImmPort data repository’s utility for users.

DESCRIPTION OF RESPONDENTS:

Survey respondents will be drawn from a population of ImmPort users and submitters who have registered and accessed the ImmPort system within the last five years. Specifically, we will survey ImmPort users and submitters who were active in ImmPort from June 2010 - May 2015.

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: Liberty Walton, HHS, NIH, NIAID

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, 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

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Private Sector (Academia and Not for Profit- ImmPort data users)	2,100	1	20/60	700h
Private Sector (Academia and Not for Profit- ImmPort data submitters)	100	1	20/60	33h
Totals	2,200			733h

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Academia and Not for Profit- ImmPort data users)	700h	\$110/hour	\$77,000
Private Sector (Academia and Not for Profit- ImmPort data submitters)	33h	\$110/hour	\$3,360
Totals	733h		\$80,360

*Cite source per bls.gov if applicable

FEDERAL COST: The estimated annual cost to the Federal government is \$32,795.31

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight	GS15/8	154,160/annual	1/52		\$2,965
Contractor Cost					
Travel					
Other Cost					

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

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?

The universe of potential respondents is made up of 2,100 individuals who have used data from or who have submitted data to the ImmPort system within the last five years (i.e., since June 2010). Some individuals (~100) were both data users and data submitters.

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.