

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 0920-0974)**

TITLE OF INFORMATION COLLECTION: Customer Service Feedback Survey of 2016
EIS Conference

PURPOSE:

In order to work continuously to ensure that our programs are effective and meet our customers’ needs, the Centers for Disease Control and Prevention (CDC) seeks to obtain Office of Management and Budget (OMB) approval of a generic clearance to collect qualitative or routine customer feedback on our service delivery for the for the 2016 Epidemic Intelligence Service (EIS) Conference hosted from May 2-5, 2016. The EIS Conference is held on an annual basis with the primary purpose of providing a training experience of scientific presentation (oral or poster) for EIS officer. The overall EIS Conference goals are to provide an opportunity for scientific exchange around current epidemiologic issues; to highlight of the breadth of epidemiologic investigations at CDC; to provide a venue for strengthening the EIS professional network; and to provide a forum for the recruitment for CDC and state and local health departments to recruit EIS officers for EIS host assignments, EIS graduates into leadership positions, and potential applicants to the EIS training program. CDC is requesting OMB approval to collect feedback to ensure that the EIS Conference is meeting its goals and the needs of its attendees. The EIS Conference program workgroup intends to use the results of this data to improve the logistics, communication, and quality of the EIS Conference sessions when planning future conferences.

DESCRIPTION OF RESPONDENTS:

Respondents to the Customer Service Feedback Survey (Attachment 1, Survey Word and Attachment 2, Survey Screenshots) will be 2016 EIS Conference registrants. Conference registrants come from a variety of fields, some of which include local, state, and federal government employees; EIS officers; EIS alumni, researchers; healthcare providers; health educators; and policy makers. No personally identifiable information (PII) will be collected; however, should any respondents provide PII, it will not be retained.

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: M. Kathleen Glynn, DVM, MPVM

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

BURDEN HOURS

The feedback survey will be web-based and include 30 questions. Respondents will take approximately 10 minutes to complete the survey through the web-based Survey Monkey. The estimate for burden hours is based on results from a pilot version of this survey that volunteer CDC employee participants completed. The average time it took for volunteers to complete the survey, including reading the instructions, was approximately 10 minutes.

Approximately 2,000 people registered for the 2015 EIS Conference, and 587 registrants completed the 2015 survey. We are seeking approval to collect feedback from approximately 2,000 2016 EIS Conference registrants. We plan to encourage all participants to complete the 2016 survey to heighten their awareness of the importance to provide feedback and increase the response rate. Given 2000 respondents with a response time of 10 minutes each, the total response burden will be 333.33 hours. There will be no cost to the respondents other than their time to respond to the survey.

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	2000	10/60	333 hours
Totals			333 hours

FEDERAL COST:

There are no equipment or overhead costs. The average annualized cost to the Federal Government to collect this information is \$1,354.40. This estimate is based on the time required for one senior CDC scientist (GS-13/14) to supervise and one CDC contractor (GS-9 equivalent) to design the survey, develop the web-based survey, implement the survey, analyze the data, and develop recommendations for improving the 2017 EIS Conference, based on survey results.

Staff or Contractor	Hours	Average Hourly Rate	Cost
Contractor: survey design, create web-based survey, implementation, analysis, and reporting (GS-9 equivalent)	40	\$24.23	\$969.20
FTE supervisor (GS-14): Provide oversight to the contractor and guidance on instrument development and data analysis. Provide feedback on the final report.	6	64.20	\$385.20
Totals			\$1,354.40

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 [x] No

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

The 2016 EIS Conference Customer Service Survey will be administered as a web-based survey. Flyers (Attachment 3, EIS Conference Feedback Flyer) asking conference attendees to complete the survey will be posted at the conference site and included in the 2016 EIS Conference program packet distributed to each registrant. At conclusion of the conference, an invitation email (Attachment 4, Invitation Email) with a link to the survey will be sent to all 2016 EIS Conference registrants who provided an email address. Respondents will be given 2 weeks to respond to the survey. A reminder email (Attachment 5, Reminder Email) will be sent twice: one at the beginning of week 2 and one on the day that the survey closes. Respondents will have to complete the survey in one sitting. Respondents cannot return to edit or complete the survey and the survey does not track individual responses.

2. Will interviewers or facilitators be used? Yes No