

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0923-0047)

TITLE OF INFORMATION COLLECTION: ATSDR Customer Satisfaction Survey

PURPOSE: The purpose of the survey is to collect opinions from community members about the effectiveness of the Agency for Toxic Substances and Disease Registry's (ATSDR's) products and services. Specifically, ATSDR and its cooperative agreement partners would like to collect opinions from community members about the effectiveness of ATSDR staff and ATSDR-funded partners in communicating findings from health assessments and consultations at community meetings. ATSDR is seeking approval to collect feedback on presentation materials, presenters' effectiveness, and on how well the information was explained at the end of community meetings. In general, the ATSDR representative will ask attendees if they would be willing to answer a few short survey questions. ATSDR does not need to collect PII for this information collection.

ATSDR will provide a questionnaire handout to collect this information at public meetings. Community members will be provided a questionnaire at the beginning of the public meeting. All questionnaires, with or without responses will be collected at the end of a public meeting. This information is critical to help ATSDR better serve communities.

DESCRIPTION OF RESPONDENTS: Community meeting attendees for whom ATSDR presents the results of their public health assessments.

TYPE OF COLLECTION: (Check one)

- | | |
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| <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: Michelle Howard 12/16/14
on behalf of Stephanie Davis, NCEH/ATSDR PRA Coordinator

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Community Meeting Attendees	2000	5/60	167
Totals	2000	5/60	167

FEDERAL COST: The estimated annual cost to the Federal government is \$9,580. The cost estimate follows. Managing this survey will take 0.05 FTE (\$6,400) plus associated travel which is estimated to cost approximately \$3,000.

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

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?

All meeting attendees will be provided a questionnaire at the beginning of the meeting as they sign in. The questionnaire will not collect any personally identifiable information.

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

ATSDR will provide a questionnaire handout to attendees at community meetings to collect the survey responses.

- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No

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

The following attachments are included:

- Attachment A. Script for ATSDR Customer Satisfaction Survey
- Attachment B. ATSDR Customer Satisfaction Survey Questionnaire (text)
- Attachment C. Wrksht2 ATSDR Customer Satisfaction Survey