

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 2010-0042)**

TITLE OF INFORMATION COLLECTION:

Online User Response Survey for Beta Test of Website: EcoService Models Library (ESML)

PURPOSE:

The EcoService Models Library (ESML) is an on-line database that houses descriptions of ecological models which are potentially useful for estimating the production of ecosystem services. Developed under EPA’s Sustainable and Healthy Communities Research Program (SHCRP), the database will be made available to environmental analysts and modelers who are developing decision-support tools or searching for models applicable for specific uses.

The customer satisfaction survey will focus on the extent to which users are satisfied with the current performance of the tool in terms of understandability and user friendliness. Respondents will note their experience with specific ESML capabilities through open-ended questions, which are designed to reveal any potential flaws in usability. Finally, the survey will provide an opportunity for respondents to make specific suggestions for improvement. The survey will be web-based and potential respondents will be provided with a link to the survey.

The results of the survey will be used to identify and prioritize improvements or corrections that are needed, before the website is made publically available.

DESCRIPTION OF RESPONDENTS:

The respondents will be users of the ESML database. The user community will include environmental scientists, environmental economists and other technical specialists from EPA, other government agencies, the private sector, non-governmental organizations and academia.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ 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 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: Randall J.F. Bruins, Office of Research and Development

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	Participation Time	Burden
Individuals or Households	30	15 min	7.5 hr
Totals			7.5 hr

FEDERAL COST: The estimated annual cost to the Federal government is \$150

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

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?

Notification of a beta release of ESML will be provided via scientific presentations and fact sheets. Individuals who are interested in participating in a beta test of ESML will self-identify by registering at a website. Shortly thereafter they will receive an email including the link and login information for the ESML-beta. Within one month of registration, respondents will receive the first of a total of two follow-up emails which will include the survey invitation and link.

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.