

Mini Supporting Statement
User Satisfaction Survey for MICAD (Molecular Imaging and Contrast Agent Database) Users

Section A

A.1 Circumstances Requiring the Collection of Data

This survey will help fulfill the requirements of:

- Executive Order 12862, “Setting Customer Service Standards,” which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector; and
- The March 3, 1998 White House Memorandum, “Conducting Conversations with America to Further Improve Customer Service,” which directs Agencies to determine the kind and quality of service its customers want as well as their level of satisfaction with existing services.

A.2 Purposes and Uses of the Data

The survey data will help MICAD and the Molecular Libraries and Imaging Initiative Working Group determine customers’ satisfaction with various components of the Initiative. It will also indicate areas for improvement.

MICAD users are assumed to be individuals who are involved in scientific fields relevant to molecular imaging agent development and application. They will typically have advanced scientific degrees, masters level or higher.

A.3 Use of Information Technology to Reduce Burden

As appropriate, automated information technology will be used to collect and process information for this survey to reduce the burden on the public. The survey will be conducted online to ensure accessibility, security, and confidentiality. Other modes of responses (e.g., E-mail, fax) will be accepted if requested by the public.

A.4 Efforts to Identify Duplication

Users will be asked to complete the survey annually.

A.5. Small Business

N/A

A.6 Consequences of Not Collecting the Information

It is important that NIH assess the broad utility of the Molecular Imaging and Contrast Agent Database to ensure that it providing a high value resource to the scientific community. This survey will identify possible information gaps and challenges and highlight opportunities for enhancement. Absent this survey, MICAD will not be adapted to meet user needs and the satisfaction with existing activities and resources will not be ascertained.

A7. Special Circumstances Justifying Inconsistencies with Guidelines in 5 C.F.R. 1320.5

This survey will be implemented in a manner that fully complies with 5 C.F.R. 1320.5.

A.8. Consultation Outside the Agency

N/A

A.9. Payments or Gifts to Respondents

No payment or gift will be provided to survey participants.

A.10. Assurance of Confidentiality

Individual respondents will not be identified and participation will be strictly voluntary. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their eligibility for or receipt of grants, contracts, or services.

A.11 Questions of a Sensitive Nature

No questions will be asked of a personal or sensitive nature.

A.12 Estimates of Response of Burden

A. The average response time is estimated to be an average of 2 minutes. We have designed the survey to 2 major groups:

1. Those who use MICAD routinely.
 - a. These individuals will be able to complete the survey in 4 minutes. The questions they are asked to answer (Questions 2-12) are straightforward and do not require extensive response.
2. Those who have NEVER used MICAD
 - a. These individuals will be able to complete the survey in less than 1 minute. They will only be asked to answer questions 14-17, all of which are simple check-boxes.

We thus estimate 2 minutes overall when averaging the response time between the first and second group of responders.

Estimates of Annual Hours Burden				
Types of Respondents	Number of Respondents	Frequency of Response	Average Response Time	Annual Hour Burden
MICAD Users	300	1	2/60	10

- B. MICAD users are assumed to be individuals who are involved in scientific fields relevant to molecular imaging agent development and application. They will typically have advanced scientific degrees, masters level or higher. Although the rate of \$35/hour is an estimate, it is a reasonable assessment of the hourly rate of individuals with advanced scientific degrees.

Annualized Cost to Respondents					
Types of Respondents	Number of Respondents	Frequency of Response	Average Response Time	Hourly Wage Rate	Respondent Cost

MICAD Users	300	1	2/60	\$35.00	\$350
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A.13. Estimate of Total Capital and Startup Costs/Operation and Maintenance Costs to Respondents or Record Keepers

N/A

A.14. Estimates of Costs to the Federal Government

Cost to the Federal government for the User Satisfaction Survey includes \$35 for the use of a Web-based survey program.

A.15. Changes in Burden

N/A

A.16. Plans for Publication, analysis and Schedule

Responses will be tabulated after the completion of the survey. Findings will be published in a report for the NIH leadership and scientific community within a timely fashion in order to contribute to the improvement of MICAD and the development of future initiatives.

A.17. Approval to Not Display Expiration Date

We are not requesting an exemption to the display of the OMB Expiration date.

A.18 Exceptions to Item 19 of OMB form 83-I

These surveys will comply with the requirements in 5 CFR 1320.9.

Section B

B.1. Respondent Universe and Sampling Methods

The survey was created to obtain information from MICAD users. It will be used to assist in measuring their satisfaction with various components of the Initiative.

MICAD users are assumed to be individuals who are involved in scientific fields relevant to molecular imaging agent development and application. They will typically have advanced scientific degrees, masters level or higher.

B.2. Information Collection Procedures/Limitations of the Study

MICAD and the Molecular Libraries and Imaging Initiative Working Group will collect all information in a manner that is consistent with the following principles:

- Appropriate sample sizes will be determined for the survey so that the burden is minimized while reliable estimates are produced.
- Participation will be fully voluntary, and non-participation will have no impact on eligibility for or receipt of future grants, contracts, or services.
- Collected information will be limited to that which is needed to assess user satisfaction.

B.3. Methods for Maximizing the Response Rate and Addressing Issues of Nonresponse

Consistent with sound survey methodology, the design of the survey will include approaches to maximize response rates, while retaining the voluntary nature of the effort.

B.4. Tests of Procedures of Methods

All pre-testing will be carried out at a level and in a manner consistent with the specific survey.