

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp. Date: 03/31/2018)

TITLE OF INFORMATION COLLECTION:

NLM Genetic Home Reference User Study

PURPOSE:

The purpose of this study is to collect customer service delivery information from users of the National Library of Medicine (NLM) Genetics Home Reference (GHR) website and obtain qualitative feedback to find out how the GHR website can best meet the needs of its diverse users. The Genetics Home Reference is an online resource that provides consumer-friendly information about genetic conditions and the gene or chromosome changes responsible for those conditions. Selected users* will be interviewed in-depth about their experience with this resource and their suggestions for improving it. The NLM will use the results of this study to further develop content strategy and inform improvements to the GHR website to accommodate users.

*The related GHR User Study Screening Survey information collection request (ICR) was submitted to OMB and approval was received for the ICR on December 13, 2016.

DESCRIPTION OF RESPONDENTS:

Respondents will be users of the Genetics Home Reference website over age 18, including patients, students, and health professionals. The respondents will be chosen to represent a diverse sample of users in terms of sex, age, education level, and role.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Stephanie Morrison

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 [X] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] 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
Individuals or Households	8	1	1	8
Private Sector (Healthcare workers)	8	1	1	8
Totals	16	16		16

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	8	\$23.23	\$185.84
Private Sector (Healthcare workers)	8	\$37.40	\$299.20
Totals	16		\$485.04

*BLS National Occupational Employment and Wage Estimates
http://www.bls.gov/oes/current/oes_nat.htm#00-0000
 Healthcare Practitioners and Technical Occupations
<http://www.bls.gov/oes/current/oes290000.htm>

FEDERAL COST: The estimated annual cost to the Federal government is: \$10,530.17

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Information Research Specialist	GS-13/4	\$101,361	0.6%		\$608.17
Contractor Cost		\$9,922	100%	N/A	\$9,922.00
Travel					N/A
Other Cost					N/A
Total					\$10,530.17

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?

An online screening survey will be used to identify a variety of Genetics Home Reference users for in-depth interviews. A link to this survey will be provided on each page of the Genetics Home Reference website. The screening survey collection tool was submitted to OMB and approval was received for the ICR on December 13, 2016.

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
2. Will interviewers or facilitators be used? Yes No

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