

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

**TITLE OF INFORMATION COLLECTION:** CTSU Website Customer Satisfaction Surveys

**PURPOSE:** The purpose of this information collection is to obtain customer satisfaction information from clinical site staff participating in NCI-supported clinical trials, and who use the Cancer Trials Support Unit (CTSU) members’ website to access study-related documents and information. Specifically, the survey objective is to assess the frequency of use and satisfaction with the National Coverage Analysis (NCA)/funding documents, the data dashboard portlets, and the educational webpages/resources on the general Cancer Trials Support Unit (CTSU) members’ website in order better service delivery.

**DESCRIPTION OF RESPONDENTS:** The majority of clinical site staff using the CTSU website are members of NCI’s National Clinical Trails Network (NCTN), Experimental Therapeutics Clinical Trials Network (ETCTN) or the NCI Community Oncology Research Program (NCORP). Clinical sites may include academic medical centers, community hospitals, and physician practices. Clinical site staff accessing the CTSU website include allied health professionals such as clinical research associates (CRAs), nurses, data managers and other clinical site staff responsible for the conduct and management of NCI-supported trials at their site and who have access to the CTSU members’ website.

**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 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 of the website survey 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: Mike Montello

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 [ X ] No

**ESTIMATED BURDEN HOURS and COSTS**

Category of Respondent	Instrument	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individual	NCA Survey	300	1	10/60	50
Individual	General CTSU Survey	300	1	10/60	50
<b>Total</b>		<b>600</b>			<b>100</b>

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	100	\$37.40	\$3740
<b>Totals</b>	<b>100</b>	<b>\$37.40</b>	<b>\$3740</b>

\* The mean hourly wage rate for Research Investigators was based on occupation code #29-1060 at \$37.40/hour (based on the May 2015 National Occupational Employment and Wage Estimates in the United States; [http://www.bls.gov/oes/current/oes\\_nat.htm](http://www.bls.gov/oes/current/oes_nat.htm)).

**FEDERAL COST:** The estimated annual cost to the Federal government is \$5,937.25

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Public Health Analyst	GS 12-01	\$77,490	10% for 3 months		\$1,937.25
<b>Contractor Cost</b>					\$4000.00
Travel					
Other Cost					
<b>Total Cost</b>					<b>\$5,937.25</b>

**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?

CTSU users are affiliated with the NCI-supported networks and must obtain a Cancer Therapy and Evaluation Program –Identity and Access Management (CTEP-IAM) to access the CTSU members’ website. The surveys will display ‘pop-up’ to the CTSU user upon login to the website and users may elect to complete the survey or opt out of survey. Specifically the general website survey is offered upon initial login and the NCA survey, after login and selection of a protocol-specific funding page. There are approximately 18,000 logins to the CTSU members’ website each week. This number represents multiple logins per user. We anticipate keeping the surveys posted for approximately one week to achieve 300 responses per survey. If the anticipated responses are not achieved the first week, the survey will remain available for a second week.

**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.**