

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0925-0648)

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## TITLE OF INFORMATION COLLECTION:

NLM NCBI ClinicalTrials.gov Website Usability Survey 2017

## PURPOSE:

The purpose of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery information from users of The National Center for Biotechnology Information (NCBI) ClinicalTrials.gov website. This assessment is to use a standard practice of collecting data on users’ expectations around where to find information on the site and how the information is organized. The results of this survey will allow us to better understand our users’ needs and improve the website’s content and information architecture to better meet those needs.

## DESCRIPTION OF RESPONDENTS:

The respondents will be a convenience sample of subscribers to MedlinePlus Magazine. We anticipate that these users will be largely scientists/researchers, but may also include members of the public, medical professionals, representatives from private companies, software developers, policy makers, and others.

## 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: J. Koufopoulos

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? N/A
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? N/A

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

**BURDEN HOURS****ESTIMATE BURDEN HOURS and COSTS**

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Private Sector	803	1	10/60	134
<b>Totals</b>	<b>803</b>	<b>803</b>		<b>134</b>

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (Medical Scientists)	134	\$45.68	\$6121.12
<b>Totals</b>	<b>134</b>		<b>\$6121.12</b>

\*BLS May 2016 National Occupational Employment and Wage Estimates  
 Medical Scientists <https://www.bls.gov/oes/current/oes191042.htm>

**FEDERAL COST:** The estimated annual cost to the Federal government is: \$731.60

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Program Specialist	GS 11/4	\$73,160	1%		\$731.60
<b>Contractor Cost</b>					N/A
Travel					N/A
Other Cost					N/A
<b>Total</b>					<b>\$731.60</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**

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

Respondents will be identified using a convenience sample of contacts from a mailing list provided by MedlinePlus Magazine who will be asked whether they would be willing to participate in research to help the National Library of Medicine improve its products. We expect to create an initial list of 803 respondents to the survey.

## **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