

**Request for Approval under the  
“Generic Clearance for the Collection of Routine Customer Feedback”  
(OMB Control Number: 2700-0153)**

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**TITLE OF INFORMATION COLLECTION:** User Survey: Large-Scale Biosphere Atmosphere Experiment in Amazonia – the Ecosystem Component (LBA-ECO) Data

**PURPOSE:**

The Earth Observing System Data and Information System (EOSDIS) at Goddard Space Flight Center provides end-to-end capabilities for managing NASA’s Earth science data from various sources—satellites, aircraft, field measurements, and various other programs. In order to continue to improve the management of Earth science data, EOSIDS occasionally conducts surveys of its user communities.

The Oak Ridge National Laboratory (ORNL) Distributed Active Archive Center (DAAC) data center is the official repository for data from the Large-Scale Biosphere Atmosphere Experiment in Amazonia – the Ecosystem Component (LBA-ECO). NASA’s Terrestrial Ecology Program funded the research conducted during the LBA-ECO project.

To continue to improve the operations of the ORNL DAAC, NASA will survey users who searched for and accessed LBA-ECO data. The survey will collect feedback and customer satisfaction information on the process of curating and archiving data products, and on data and information discovery and data download services

The information will be used to determine ways to improve the usefulness of data, documentation, data ordering process, and services for future users of the LBA-ECO data. The information will be used by the ORNL DAAC data center under contract with NASA GSFC and by NASA.

The survey results will not be shared with the public.

**DESCRIPTION OF RESPONDENTS:**

- Individuals who provided and/or accessed LBA-ECO data products via the Oak Ridge National Laboratory (ORNL) Distributed Active Archive Center (DAAC) data discovery and download system.

**TYPE OF COLLECTION:** (Check one)

- |   |  |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                     | <input checked="" 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 will not 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:** Robert Cook    cookrb@ornl.gov

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?     Yes     No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?     Yes     No

**Gifts or Payments:**

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

**BURDEN HOURS**

Category of Respondent	No. of Respondents (based on a 5% response rate)	Participation Time (minutes)	Burden (hours)
Individuals	90	30	45
<b>Totals</b>	<b>90</b>	<b>30</b>	<b>45</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$5,000

The anticipated total cost to the Federal government is approximately \$5,000 in one year. These costs are comprised of all expenses associated with the development of the survey, administration, and data analysis of the information approved under this generic clearance.

**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)?

The ORNL DAAC maintains a list of scientists who have contributed data products to the LBA-ECO archive and those who have accessed LBA-ECO data products.

**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

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