

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1050)

TITLE OF INFORMATION COLLECTION: CDC Solve the Outbreak Mobile App

PURPOSE:

“Solve the Outbreak” is an educational application, developed by CDC, that simulates public health problem-solving for a variety of disease outbreak investigations. By selecting among 20 pre-programmed scenarios, users gain experience as “Disease Detectives” - identifying the source of each outbreak, determining how the outbreak is transmitted, and learning about disease control measures. The app was developed to improve public understanding of the methods for investigating and controlling outbreaks, and to cultivate awareness among youth of careers in epidemiology and public health science. The app is available to the general public in iPad, Android, and Web versions, has been downloaded over 770,000 times, and has received over 25 million page views.

CDC requests OMB approval to collect information from a convenience sample of 400 individuals who have downloaded and used the app. A push notification will be sent to existing users with a web link to an online customer satisfaction survey on the Survey Monkey platform. The core content of the survey is the same for all respondents, but a few questions are tailored to specific audience segments. **Attachment A** provides an overview of survey questions and the items that vary according to audience segment. Screen shot files are provided to show how the customer satisfaction survey appears to the general public (see **Attachment B**) and to the key audience segments of teachers (see **Attachment C**) and students (see **Attachment D**). In all cases the estimated burden per response is 10 minutes.

CDC will use the information to assess whether the app has been successful in reaching teachers, students and other members of the general public, and to assess users’ perceptions of the app’s usefulness in increasing their awareness of disease investigation and important public health practices. Feedback from the survey will also help CDC prioritize future improvements.

DESCRIPTION OF RESPONDENTS:

This is a voluntary survey, participants will fall into the following groups:

- General Public

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 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: Sharon McAleer

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [x] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [x] No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Teachers & School Administrators, Students, Public Health Professionals, and General Public	400	10/60	67
Totals	400		67

FEDERAL COST: The estimated annual cost to the Federal government is __\$1806.52__

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?

CDC plans to send a push notification to existing mobile app users. Participants will complete the survey online remotely. Information collection will be discontinued after CDC

reaches the target of 400 respondents. The survey will not collect any identifiable information about the participants.

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