

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

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**TITLE OF INFORMATION COLLECTION:**

Office of Scientific Integrity (OSI) Customer Satisfaction Survey

**PURPOSE:**

The Centers for Disease Control and Prevention (CDC) seeks to obtain approval to assess customer satisfaction of the products and services offered by the Office of Scientific Integrity (OSI). OSI was established within the Office of Science to ensure CDC science and research activities comply with federal laws, regulations, policies and best practices. Survey Monkey will be used to create an online survey. The goal of the survey is to gauge CDC staff member’s experience with the various services and products offered by OSI. Access to the survey will be provided through a hyperlink in an email sent to CDC staff members across the agency who have been identified as OSI customers (via office email lists). The survey will collect customer feedback on OSI’s services and products and customer background information (i.e. CDC CIO, role, frequency of contact with OSI and years worked at CDC).

Once the information is collected, OSI staff will analyze the survey data to do the following:

- Assess whether OSI is meeting CDC staff members’ expectations
  - Survey participants will be asked to rate OSI’s services and products based on their experience with the office within the past year.
- Identify ways to improve existing or develop new services and products based on feedback received.
  - Survey participants will be asked to suggest ways OSI can improve its services/products to better meet their needs.
- Tailor strategies to improve services and products by understanding the background information of CDC staff members that utilize OSI’s services and products, and differentiating customer experience and needs between different sub-groups.

**DESCRIPTION OF RESPONDENTS:**

OSI is comprised of four units (Human Research Protection Unit, Information Collection Review Unit, Privacy and Confidentiality Unit and Public Health Ethics and Strategic Unit). CDC staff members have access to consultation/technical assistance services, trainings and guidance documents on federal laws, regulations and policies through the four units. The respondents will include CDC staff (both FTEs and non-FTEs) who have utilized OSI’s services and products. The survey link will be sent to CDC staff members who were identified through OSI unit email distributions lists.

**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.

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, 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

**BURDEN HOURS (Annual)**

Category of Respondent	No. of Respondents	Participation Time	Burden
(1) CDC Staff Members	287	20/60 min	96
<b>Totals</b>			<b>96</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$4,320. This cost is comprised of the salary of an ORISE Fellow for 160 hours for 10 months to develop the data collection instrument, collect data, perform data analysis, and disseminate the results.

**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?

OSI prepared a customer list by compiling email distribution lists from all four units. The list contains 1,908 CDC staff. The survey will be sent via email to CDC staff using their CDC email address. We will advertise the survey and distribute the link using this list. We anticipate our response rate to be approximately 15% (N=287). Pre-existing CDC customer satisfaction surveys and Survey Monkey was used to estimate the response rate of the customer satisfaction 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