Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0920-1009)

TITLE OF INFORMATION COLLECTION: Customer satisfaction and usability of the technical packages for violence prevention

PURPOSE:
The objective of this request is to assess end-user satisfaction and usability of the technical packages developed as a services delivered by the Division of Violence Prevention (DVP) at the Center for Disease Control and Prevention (CDC)**.** A technical package is a collection of strategies that represent the best available evidence to prevent or reduce public health problems like violence. DVP develops technical packages to help states and communities take advantage of the best available evidence to prevent violence. DVP has disseminated five technical packages related to child abuse and neglect, sexual violence, youth violence, suicide and intimate partner violence in 2016 and 2017.

The survey will collect customer satisfaction information about the service, focus area, organization, and specifics of the technical packages users are downloading. The 1.5 minutes survey, with 5 questions, will be presented in a pop-up box when a user initiates a download of a technical package for violence prevention at the following link:
http://www.cdc.gov/violenceprevention/pub/technical-packages.html (Att. A and B).

By collecting this information, DVP will be able to determine the reach and impact of the technical packages. The information will only be used internally to help improve services, satisfaction and usability of the technical packages for violence prevention. Information gathered will not be used for the purpose of substantially informing influential policy decisions.

DESCRIPTION OF RESPONDENTS:
The technical packages are designed for anyone working to prevent violence in their communities, including practitioners, researchers, and grantees. Respondents will include individuals that are interested in using the best available evidence to prevent multiple forms of violence.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:_____Karen Angel_____

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 [X] No
3. If Applicable, has a System or Records Notice 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	Form Name	No. of Respondents	Participation Time (Hours)	Burden (Hours)
Pop-up box with web page users	Instrument DVP TP (Att. A)	2,000	5/60	167
Totals		2,000		167

FEDERAL COST: The estimated annual cost to the Federal government is $560

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 [X] 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?

A pop-up box will appear when the user tries to download one of the technical packages for violence prevention (http://www.cdc.gov/violenceprevention/pub/technical-packages.html). Users will be asked to complete the voluntary brief survey (Att. A and B) before they download one of the technical packages. If they choose not to complete the survey, they can click "no thanks" and still download the technical package.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [X] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail

[ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No