

31Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0642, Expiration Date:05/31/2020)

TITLE OF INFORMATION COLLECTION: Hallway Interviews about myNCI with NCI staff

PURPOSE:

myNCI is the intranet for NCI employees including fellows and contractors. NCI is interested in hearing from individuals who have not used myNCI or use it infrequently to better understand where they go for information about working at NCI, how aware they are of the intranet, and if aware, why they are not using it. Information will be used to improve the intranet and inform future decisions on how to structure myNCI content.

At the end of the interview, respondents will be asked if they would be willing to participate in a more in-depth follow-up conversation. If that research is conducted, it will be submitted as a separate sub-study.

DESCRIPTION OF RESPONDENTS:

Attendees are a mix of NCI employees and non-Federal employees. Because it is anticipated that more than nine contractors will respond, OMB clearance is being requested.

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: Nina Goodman

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, 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 No

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individuals*	100	1	5/60	8
Totals	100	100		8

*Note: The individuals will be a mix of contractors, fellows, interns, and other who are non-Federal employees and have access to the intranet.

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	8	\$24.34	\$195
Total			\$195

*The Mean Hourly Wage Rate was obtained from Bureau of Labor Statistics, title "All-Occupations" 00-0000, https://www.bls.gov/oes/2017/May/oes_nat.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is **\$2,826.56**

Staff	Grade/Step	Salary**	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Public Health Advisor	14/8	\$141,328	2%		\$2,826.56
Contractor Cost					\$0
Travel					\$0
Other Cost					\$0
Total					\$2,826.56

**The salary in the table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/18Tables/html/DCB.aspx>

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

The questions will be administered face-to-face in common areas for NCI staff to convene (e.g., outside of cafeteria in NCI buildings). Staff will be asked if they have a few minutes to answer some questions about how they find information about working at NCI.

Administration of the Instrument

How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

Will interviewers or facilitators be used? Yes No