# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0990-0379)

**TITLE OF INFORMATION COLLECTION:** ASPR TRACIE Webinar Polling

**PURPOSE:**

In 2014, the United States Department of Health and Human Services' (HHS') Assistant Secretary of Preparedness and Response (ASPR) created the Technical Resources Assistance Center and Information Exchange (TRACIE) to meet the needs of regional ASPR staff, healthcare coalitions, healthcare entities, healthcare providers, emergency managers, public health practitioners, and others working in disaster medicine who are involved in the provision of healthcare services to disaster survivors and responders, healthcare system preparedness, and public health emergency preparedness. TRACIE supports timely access to information and promising practices, identifies and remedies knowledge gaps, and provides users with responses to a range of requests for technical assistance (TA). TRACIE has the following three complementary domains: (1) a technical resources database; (2) a direct-service TA center; and (3) an information exchange discussion board.

This Generic Information Collection request aims to collect information that would be used to improve the technical resources database. One of the primary components of the technical resources (TR) domain of ASPR TRACIE is the Resource Library. The Resource Library is a curated, web-based library of materials on topics in public health, healthcare, disaster medicine, and medical emergency preparedness. The Resource Library is intended to service the needs of federal preparedness grantees, healthcare coalitions, public health professionals, and the general public. The Resource Library includes links to various materials such as evidence-based articles, fact sheets, reports, technical briefs, white papers, webinars, toolkits, plans, guidelines, best and promising practices, lessons learned, and templates. Among the resources in the Resource Library are some that are developed by the ASPR TRACIE Team itself. The ASPR TRACIE Team develops resources in response to technical assistance requests, direct requests from ASPR leadership, and in response to identified knowledge gaps or trends. Webinars represent one such ASPR TRACIE developed resource. These webinars are either pre-recorded or live, and generally involve a traditional presentation, a multi-presenter panel discussion, or some other mechanism by which to display information via an audio-visual medium.

We are seeking approval through the generic mechanism to conduct brief polls with participants of ASPR TRACIE webinars. The purpose of these polls would be to gather feedback from the webinar audiences regarding their information needs, whether the webinar has helped to meet their needs, and how webinars (and/or other ASPR TRACIE Resource Library resources) might be improved in the future. Polls would only be administered to those participants who are watching the live webinar (not to those watching pre-recorded webinars). For a list of potential poll questions see Attachment A. Results from each poll would appear in real-time on the presenter's screen while participants complete the poll. Of note, only poll responses would be made visible to the webinar audience; no personally identifying participant information would be visible. In addition, at the start of each webinar, presenters will announce to the audience that participation in the live polling feature is voluntary (see Attachment B).

Findings from the polls would inform improvements to the Resource Library content and/or format so that resources better meet the needs of ASPR TRACIE users.

**DESCRIPTION OF RESPONDENTS**: ASPR TRACIE webinars serve a broad audience that includes federal preparedness grantees, healthcare coalitions, public health professionals, and the general public. Therefore, the potential poll respondents will vary according to the audience of interest for the topic of the webinar.

**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: Cliffon Smith_____

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**

The estimate for burden hours is based on:
1. The estimated number of webinar participants (maximum of 1,000) on any given webinar.
2. The average of 6 webinars per year.
3. The average time to complete poll questions (3 minutes; roughly one minute per question) and the average number of poll questions per webinar.

| Category of Respondent | No. of Respondents | Participation Time | Burden Hours |
|---|---|---|---|

| Webinar Participants | 6,000 | 3/60 | 300 |
|---|---|---|---|
| **Totals** | | | **300** |

**FEDERAL COST:**  The estimated annual cost to the Federal government is $1,440.

Annual cost to the Federal government is based on the 2 hours per webinar (average of 8 webinars per year) that it would take ASPR TRACIE staff to manage the polling system and analyze responses. The average hourly rate for ASPR TRACIE staff is $120/hour.

**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?
<div align="right">[ ] Yes [X] No</div>

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?

Potential participants include any individual who attends an ASPR TRACIE webinar. Materials in the ASPR TRACIE Library, including webinars, are made publicly available; therefore, anyone may attend. However, the audience typically includes federal preparedness grantees, healthcare coalitions, public health professionals, medical and healthcare professionals, and the general public.

**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
    [X] Other, Explain
    Information will be collected via the webinar polling system.
2.  Will interviewers or facilitators be used?  [  ] Yes [X] No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

## Instructions for completing Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

**TITLE OF INFORMATION COLLECTION:**  Provide the name of the collection that is the subject of the request. (e.g.  Comment card for soliciting feedback on xxxx)

**PURPOSE:**  Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS**: Provide a brief description of the targeted group or groups for this collection of information.  These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box.  If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:**  Please read the certification carefully.  If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:**  Provide answers to the questions.

**Gifts or Payments:**  If you answer yes to the question, please describe the incentive and provide a justification for the amount.

**BURDEN HOURS:**
**Category of Respondents:**  Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government.  Only one type of respondent can be selected.
**No. of Respondents:**  Provide an estimate of the Number of respondents.
**Participation Time:**  Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)
**Burden:**  Provide the Annual burden hours:  Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.**  Please provide a description of how you plan to identify your potential group of respondents and how you will select them.  If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:**  Identify how the information will be collected.  More than one box may be checked.  Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**