

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1071)**

**TITLE OF INFORMATION COLLECTION:** SEDRIC User Acceptance and Satisfaction

**PURPOSE:** The fact that the System for Enteric Disease Response, Investigation, and Coordination (SEDRIC) has not been previously evaluated leaves an opportunity for conducting a standardized evaluation of SEDRIC that may be informative for evaluations of other informatics platforms and allow standard grading of different programs. Evaluating user acceptance, satisfaction, and change in workflow processes from users who were employed in foodborne outbreak response before and after SEDRIC was employed, a set of metrics for ongoing SEDRIC development can be created, along with metrics for other outbreak informatics programs.

**DESCRIPTION OF RESPONDENTS:** The user acceptance and satisfaction survey will be emailed to all active SEDRIC users. Active SEDRIC users are defined as any user who has signed in to the platform in the 60 days prior to survey administration. All SEDRIC users will be included if they meet the active requirement, but questions regarding their length of experience with SEDRIC will help identify outliers in the analysis.

**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: Lyndsay Bottichio

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

### **BURDEN HOURS**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
State or local government	300	0.17 hour	50 hours
Federal government	100	0.17 hour	16.67 hours
<b>Totals</b>	<b>400</b>	<b>0.33 hour</b>	<b>66.67 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1000. (\$770 for personnel costs (20 hours of collection/analysis) and \$230 for operational costs.)

**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  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?

Active SEDRIC users are defined as any user who has signed in to the platform in the 60 days prior to survey administration, which is housed automatically by the system and can be linked to a customer list with emails. All active SEDRIC users will be included in the survey and analysis.

#### **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

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