Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648, exp., date 5/31/2021)

TITLE OF INFORMATION COLLECTION: NLM NCBI 2018 Gene Resource Survey

PURPOSE:
The goal of this National Library of Medicine (NLM) survey is to collect qualitative customer service delivery feedback from users of the National Center for Biotechnology Information (NCBI) Gene resource. The survey consists of a short list of questions about how people use Gene on the NCBI site, what they find useful and what changes and improvements would make the Gene resources better suit their needs. The information from this survey will be used to improve the content and scope of the public data and resources for reference transcript sequence records.

DESCRIPTION OF RESPONDENTS:
Respondents will be individual users of the Gene resource who voluntarily click on a popup invitation to take a survey.

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: <u>Barton Trawick, PhD</u>

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 [ ] No [X] N/A

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] 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 or Households	400	1	5/60	33
Totals	**400**	400		**33**

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households	33	$24.34	$803.22
Totals	**147**		**$803.22**

*BLS National Occupational Employment and Wage Estimates (May 2017)
https://www.bls.gov/oes/current/oes_nat.htm

FEDERAL COST: The estimated annual cost to the Federal government is: $1383.29

Staff	Grade/Step	Salary *	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Staff scientist	T42	$138,329	1%		$1,383.29
Contractor Cost					N/A
Travel					N/A
Other Cost					N/A
Total					**$1,383.29**

*the Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2018/DCB.pdf

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?

Website users will click a "feedback" link that will appear on the side, bottom, or top of various web pages throughout the site. Visitors to the NCBI booth can elect to take a flyer that has a printed link to the online survey.

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
    [X] Other, Explain
    Printed flyers with link to the online survey.

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