

Supporting Statement B.

Request for Revision:

**Customer Surveys Generic Clearance
for the
National Center for Health Statistics**

OMB No. 0920-0729

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List of Attachments

- A. Authorizing Legislation
- B1. 60-Day Federal Register Notice
- B2. Federal Register Notice Public Comment
- C. Human Subjects Memorandum

SUPPORTING STATEMENT B

Customer Surveys Generic Clearance for the National Center for Health Statistics

B. Collections of Information Employing Statistical Methods

1. Potential respondent universe and respondent selection method

Surveys of a variety of groups are anticipated. Among these are Federal clients and policy makers; state and local officials who rely on NCHS data; the broader educational, research, and public health community; and other data users. Other users may include self-selected broad-based groups of data users who register for and attend NCHS sponsored conferences or other related conferences; persons who access the NCHS Website or are on NCHS listservs; or those who contact NCHS directly for information or to request publications.

The data collection in these customer surveys will not, in most cases, use statistical methods to select respondents. In some instances, however, there will be an existing list of "customers" readily available for sampling (e.g., mailing lists for publications or recipients of particular materials or services within known customer groups). When appropriate, probability sampling techniques will be used to select samples. Specific information will be provided for each request.

2. Procedures for the Collection of Information

Data will be collected using a combination of methodologies appropriate to each survey. These may include: evaluation forms; mail surveys; focus groups; cognitive interviews; automated and electronic technology (e.g. e-mail, Web-based surveys, pop-up websites); Computer Assisted Personal Interviewing (CAPI), Computer Assisted Telephone Interviewing (CATI) and Computer Assisted Self-Interviewing (CASI), Specific information will be provided for each survey.

3. Methods to Maximize Response Rates and Deal with Nonresponse

This information will be provided for each survey.

4. Tests of Procedures or Methods to be Undertaken

This information will be provided for each survey.

5. Individuals consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data.

This information will be provided for each survey.