

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648)

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**TITLE OF INFORMATION COLLECTION:** NLM ClinVar 2017 Website User Survey

**PURPOSE:**

The goal of this survey is to collect qualitative customer service delivery feedback from users of the National Center for Biotechnology Information (NCBI) ClinVar website. This is a database containing variants and interpretations of their clinical significance for diseases. The information from this survey will be used to improve the design and operation of the publically accessed website.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be individual users of the NCBI ClinVar website from whom we wish to solicit customer feedback regarding features that would facilitate and improve the design and operation of this web resource.

**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: Melissa Landrum

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  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 | 600                | 1                               | 5/60                         | 50                 |
| <b>Totals</b>             | <b>600</b>         | 600                             |                              | <b>50 hrs.</b>     |

| Category of Respondent    | Total Burden Hours | Wage Rate* | Total Burden Cost |
|---------------------------|--------------------|------------|-------------------|
| Individuals or Households | 50                 | \$23.23    | \$1165.00         |
| <b>Totals</b>             | <b>50</b>          |            | <b>\$1165.00</b>  |

\*BLS National Occupational Employment and Wage Estimates  
[http://www.bls.gov/oes/current/oes\\_nat.htm#00-0000](http://www.bls.gov/oes/current/oes_nat.htm#00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is: \$276.66.

| Staff                    | Grade/Step | Salary    | % of Effort | Fringe (if applicable) | Total Cost to Gov't |
|--------------------------|------------|-----------|-------------|------------------------|---------------------|
| <b>Federal Oversight</b> |            |           |             |                        |                     |
| Staff scientist          | T42        | \$138,329 | 0.2%        |                        | \$276.66            |
|                          |            |           |             |                        |                     |
| <b>Contractor Cost</b>   |            |           |             |                        | N/A                 |
|                          |            |           |             |                        |                     |
| Travel                   |            |           |             |                        | N/A                 |
| Other Cost               |            |           |             |                        | N/A                 |
|                          |            |           |             |                        |                     |
| <b>Total</b>             |            |           |             |                        | <b>\$276.66</b>     |

**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?

Website respondents will be invited to take the survey via a link appearing at the top of ClinVar pages.

### **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