

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp., date: 05/2021)**

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**TITLE OF INFORMATION COLLECTION:**

Children’s Health Exposure Assessment Resource (CHEAR) Client Satisfaction Survey

**PURPOSE:**

CHEAR is an NIH funded consortium whose purpose it is to provide environmental exposure analysis services to other researchers. The CHEAR Client Satisfaction Survey will collect information from researchers who have used the CHEAR data analysis service to assess the quality of the services we have provided and to identify opportunities for improving the program/service. A version of this survey was approved for use in January 2018. The CHEAR application process is a lengthy process so we would like to provide a second opportunity for our clients to reflect on the service they received and provide feedback. In addition, new clients continued to apply for CHEAR services throughout 2018 and we would like to provide these clients with an opportunity to respond to the survey as well. The survey is essentially the same, however we have added two additional questions (#26 and #27) to obtain information about the impact of CHEAR services on their research. Clients who completed the survey previously will be sent the survey and asked to answer only those new questions at the end of the survey. Clients who received the survey in January 2018 and did not provide a response will be provided one more opportunity to complete the survey. New clients who were approved in the last 18 months will receive the survey for the first time. We still estimate a total of 75 respondents to the survey.

**DESCRIPTION OF RESPONDENTS:**

The survey respondents will be researchers who have submitted Requests for (CHEAR) Services to the CHEAR program. These researchers will have received various consulting and data analysis services.

**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:     Kristianna Pettibone

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

**ESTIMATED BURDEN HOURS and COSTS**

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Clients (Researchers)	75	1	15/60	19
<b>Totals</b>	75	75		19

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Clients (Researchers)	19	\$37.74	\$717.06
<b>Totals</b>	19		\$717.06

\* [https://www.bls.gov/oes/current/oes\\_nat.htm](https://www.bls.gov/oes/current/oes_nat.htm)

**FEDERAL COST:** The estimated annual cost to the Federal government is \$2,200.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Health Scientist Administrator	14/5	\$110,00	2%		\$2,200
<b>Contractor Cost</b>					
Travel					
Other Cost					
<b>Total</b>					\$2,200

**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?

We have a list of clients that have submitted requests for service through the CHEAR program. We will send the survey to all clients (approximately 75 per year), so we do not have a sampling plan.

**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 – we will email fillable PDF versions of the survey to clients and they will email them back.

2. Will interviewers or facilitators be used?  Yes  No

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