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: 2019 NCBI BankIt GenBank 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) BankIt GenBank submission service. The survey asks what features individuals find useful, what improvements they would like, and any general comments about any specific problems they have encountered and how to improve the BankIt. The information from this survey will be used to improve the design and operation GenBank submission services.

DESCRIPTION OF RESPONDENTS:

Respondents will be individual users of the NCBI BankIt service who voluntarily click on a popup invitation to take a survey that will appear on the BankIt submission confirmation page.

| 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 l | low-cost for the Federal Government. | |
| 3. The collection is non-controversial and does not ra | aise 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 opin | | |
| experience with the program or may have experien | nce with the program in the future. | |
| Name: Barton Trawick, PhD | | |

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No

To assist review, please provide answers to the following question:

- 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 | | | | |
| | 500 | 1 | 7/60 | 58 |
| | | | | |
| Totals | | 500 | | 58 |

| Category of Respondent | Total Burden | Wage Rate* | Total Burden |
|---------------------------|--------------|------------|--------------|
| | Hours | | Cost |
| Individuals or Households | 58 | \$24.98 | \$1,448.84 |
| | | | |
| Totals | | | \$1,448.84 |

^{*}The General Public wage rate was obtained from https://www.bls.gov/oes/2018/may/oes nat.htm#00-0000

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

| | | | | Fringe (if applicable) | Total Cost to Gov't |
|-------------------|------------|-----------|-------------|------------------------|------------------------|
| Staff | Grade/Step | Salary | % of Effort | | |
| Federal Oversight | | | | | |
| Staff scientist | T42 | \$138,329 | 1% | | \$1,383.29 |
| | | | | | |
| | | | | | |
| Contractor Cost | | | | | N/A |
| | | | | | |
| Travel | | | | | N/A |
| Other Cost | | | | | N/A |
| | | | | | |
| Total | | | | | \$1383.29 |

^{*}The Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/19Tables/html/DCB.aspx

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 pop-up invitation that will appear when they load the BankIt submission confirmation page.

| 1. | How will you collect the information? (Check all that apply) |
|----|--|
| | [X] Web-based or other forms of Social Media |
| | [] Telephone |
| | [] In-person |
| | [] Mail |
| | [] Other, Explain |
| 2. | Will interviewers or facilitators be used? [] Yes [X] No |