

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp. Date: 05/31/2021)

TITLE OF INFORMATION COLLECTION: Federal COVID Response (FCR) Website User Satisfaction

PURPOSE:

The Federal COVID Response (FCR) Team is a cross-agency partnership that includes the U.S. Department of Health and Human Services (HHS), including the National Institutes of Health (NIH) Office of the Director, Centers for Disease Control and Prevention (CDC), the U.S. Food and Drug Administration (FDA), the Biomedical Advanced Research and Development Authority (BARDA), and the U.S. Department of Defense (DOD).

Together with their contractor, the FCR Team is working to:

- Address participation barriers and raise awareness of ACTIV clinical trials, and
- Ensure the general public’s and health care provider’s needs are met as it pertains to evidence-based information on these trials.

The FCR Team and their contractor will collect ongoing target audience feedback using a **website user satisfaction survey** to ensure [CombatCOVID.hhs.gov](https://www.combatcovid.hhs.gov) site users can find what they need and identify any gaps in content. On an interim basis, we will submit topline summary presentations from the ongoing website user satisfaction survey results to the FCR team, along with actionable recommendations for the development and/or enhancement of ongoing Combat COVID messages and strategies.

DESCRIPTION OF RESPONDENTS:

We will collect user satisfaction data from visitors to the [CombatCOVID.hhs.gov](https://www.combatcovid.hhs.gov) website. These may be members of the general public, healthcare providers (HCPs), or other professionals. IQ Solutions will employ a customer satisfaction survey via a Drupal module on the [CombatCOVID.hhs.gov](https://www.combatcovid.hhs.gov) website. The survey will only appear for a percentage of all website visitors, up to a total of 50,000 visitors over the 24-month data collection period. Respondents will be asked questions regarding what brought them to the website, ease of use, success at finding desired information, and what improvements could be made to the website.

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: Web survey |

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 website or may have experience with the website in the future.

Name: LTC Avon Cornelius

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

Website User Satisfaction Survey:

Category of Respondent	Form Name	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individuals or Households	Website user satisfaction survey (Attachment 1)	50,000	1	2/60	1,667
Totals			50,000		1,667

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	1,666.67	\$25.72	\$42,866.67
Totals	1,666.67		\$42,866.67

* The General Public rate was obtained from https://www.bls.gov/oes/current/oes_nat.htm.

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

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight	LTC/GS14	\$111,330	1.5%		\$1,669.95

Contractor Cost					\$0
Total					\$1,669.95

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?

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

Attachment 1: Website User Satisfaction Survey