

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

TITLE OF INFORMATION COLLECTION:

2018 NLM SIS Emerging Adults Health Needs Assessment

PURPOSE:

The purpose of this National Library of Medicine (NLM) Division of Specialized Information Services (SIS) information collection is to obtain qualitative feedback from potential users of NLM health information resources for emerging adults (young adults ages 18-25). Emerging adults constitute a special population group of high interest for the NLM. Results of the information collection will be used to improve existing consumer health information resources and develop new specialized modules and resources targeting this population.

DESCRIPTION OF RESPONDENTS:

The assessment will include three discussion groups with emerging adults living with chronic diseases. Two groups will be conducted with students at University of Maryland, College Park, a 4-year residential college; one group will be conducted with low-income young adults attending Montgomery College in Rockville, Maryland, a 2-year commuter community college. Twenty-seven students will be recruited to participate in the focus groups. The survey component of the assessment will be given to a sample of 150 young adults (of unspecified health status) recruited at University of Maryland, College Park and Montgomery College.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ 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 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 NLM information resources for emerging adults or may have experience with such resources in the future.

Name: Alla Keselman, Ph.D.

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 ☐ No

Participants in the focus group will receive \$20 gift cards to Chipotle restaurant as token of appreciation for their participation. Survey participants will not receive financial incentives.

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 Univ. of MD students (focus group)	18	1	90/60	27
Individuals or Households Mont. College students (focus group)	9	1	90/60	14
Individuals or Households Univ. MD students (web survey)	50	1	10/60	8
Individuals or Households Mont. College students (web survey)	50	1	10/60	8
Totals	127	127		57

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals or Households (Undergraduate students)	57	\$16.41	\$935.37
Totals	57		\$935.37

*May 2016 National Occupational Employment and Wage Estimates, the Social and Human Service Assistants category was chosen as most representative of the student respondents part-time occupation: <https://www.bls.gov/oes/current/oes211093.htm>

FEDERAL COST: The estimated annual cost to the Federal government is \$141.33

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Social science analyst	GS14/ Step10	\$141,328	0.1%		\$141.33
Contractor Cost					N/A

Travel					N/A
Other Cost					N/A
Total					\$141.33

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?

We will recruit a convenience sample of participants by sending email invitations via University of Maryland, College Park and Montgomery College campus advisors, faculty teaching classes with health-related focus, campus clubs with health-related focus (e.g., University of Maryland, College Park [American Red Cross Club](#), Charles R. Drew Pre-Medical/Health Society, Community Health Education and Research, academic fraternities, and campus bulletin board announcements).

Administration of the Instrument

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