Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0668, Exp. date: 07/31/2025)

TITLE OF INFORMATION COLLECTION: User Satisfaction Survey for New PaVE Website (NIAID)

PURPOSE:

The Office of Cyber Infrastructure and Computational Biology (OCICB) Program Management Branch (PMB) is conducting a post implementation review (PIR) of a scientific website that OCICB recently developed. One evaluation area of the PIR is User Satisfaction. The survey will determine user satisfaction of the PaVE website, a tool for papillomavirus researchers. The voluntary, web-based survey will be posted to the home page of the website and ultimately help us improve our processes as well as the user experience.

DESCRIPTION OF RESPONDENTS:

The voluntary survey participants will be researchers who are part of the general papillomavirus research community who are accessing the PaVE website to facilitate their research.

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 low-cost for the Federal Government.
3. The collection is non-controversial and does <u>not</u> raise 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 opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: <u>Nancy Barrett, Information Technology Specialist</u>

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [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
Private sector	50	1	10/60	8
Totals		**50**		**8**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Private sector	8	$41.70	$333.6
Totals			$333.6

* BLS National Occupational Employment and Wage Estimates
Occupational Employment and Wages, May 2021 (Mean hourly wage for Epidemiologists)
https://www.bls.gov/oes/current/oes191041.htm

FEDERAL COST: The estimated annual cost to the Federal government is $717.14

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
IT Specialist	14/8	$155,687	.2%		$311.37
Contractor Cost					
IT Project Coordinator		$101,442	.4%		$405.77
Travel					
Other Cost					
Total					$717.14

*the Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/22Tables/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?

Users of the website will be able to access the survey by voluntarily selecting the survey link based on language posted to the home page that will introduce the survey. The website link will be included in a post to Twitter. Respondents can voluntarily select the link to access the home page of the website which provides access to the survey. Similarly, a post on Facebook will link to the website home page to allow respondents to access the survey.

Administration of the Instrument
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

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