

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp., date: 06/30/2024)

TITLE OF INFORMATION COLLECTION: NIDA Website Feedback Survey

PURPOSE:

To understand the value of the content on the National Institute on Drug Abuse (NIDA) website to individual visitors. The feedback received will assist in our continuous improvement of the content and means of content delivery on the website. The survey is a Drupal module that IQ Solutions contributed to the Drupal Community and provides survey functionality to the NIDA website. The survey will appear on the pages that live under the main directories of the website to ensure that we capture feedback from all the main areas of the website.

DESCRIPTION OF RESPONDENTS:

Participants will include visitors to the NIDA website who choose to respond to the survey pop-up.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: Mark Fleming

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 [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/household	12,000	1	3/60	600
Totals		12,000		600

COST TO RESPONDENT

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals/household	600	\$29.67	\$17,802
Totals			\$17,802

* The wage rate is the mean hourly wage of \$29.67 in the United States for Education and Health Services sector as reported in BLS June 2021. Average hourly and weekly earnings of all employees on private nonfarm payrolls by industry sector, seasonally adjusted:

<https://www.bls.gov/news.release/empsit.t19.htm>

FEDERAL COST: The estimated annual cost to the Federal government is \$9,607

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Branch Chief	13/2	\$107,146	1.5		\$1,607
Contractor Cost		\$80,000	10		8,000
Travel					
Other Cost					
Total					\$9,607

*the Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2021/DCB.pdf>

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?

Survey respondents will be visitors to NIDA websites who choose to respond to a site survey or “pop-up” window containing the survey invitation. Site visitors can receive survey invitations on all types of devices: desktop and mobile. Repeat visitors to a specific page or website who have already been invited to respond will not receive further invitations, regardless of whether they completed the survey.

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

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