## 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:** Research Blog Survey (NCCIH)

**PURPOSE:**

The collection of information will assist the National Center for Complementary and Integrative Health (NCCIH), a component of the National Institutes of Health, to gather feedback on the audience of the NCCIH Research Blog and their satisfaction with the blog. NCCIH will use this information to make improvements to the blog to align it more closely with the interests and preferences of the audience.

**DESCRIPTION OF RESPONDENTS**:

Respondents will be drawn from subscribers and visitors to the NCCIH Research Blog. The blog is primarily targeted to researchers on health and medicine. However, the audience also includes other segments such as health care providers, patients, staff members of health-related organizations, students, and others.

**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 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: Ellen O’Donnell

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 [ X] 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** |
| Registered individuals | 200 | 1 | 10/60 | 33 |
|  |  |  |  |  |
| **Totals** |  | 200 |  | **33** |

**COST TO RESPONDENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent** | **Total Burden**  **Hours** | **Hourly Wage Rate\*** | **Total Burden Cost** |
| Individuals | 33 | $31.44 | $1,037.52 |
|  |  |  |  |
| **Totals** |  |  | **$1,037.52** |

\*Cited source per bls.gov

<https://www.bls.gov/news.release/empsit.t19.htm> Used “Education and health services” hourly wage rate

**FEDERAL COST:** The estimated annual cost to the Federal government is $139

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Staff** | **Grade/Step** | **Salary\*** | **% of Effort** | **Fringe (if applicable)** | **Total Cost to Gov’t** |
| **Federal Oversight** |  |  |  |  |  |
| Public Liaison |  |  |  |  |  |
| Technical Writer-Editor | 13/10 | $138,868.00 | .1% |  | $139 |
|  |  |  |  |  |  |
| **Contractor Cost** |  |  |  |  |  |
| Web Designer |  |  |  |  |  |
| Survey Research Analyst |  |  |  |  |  |
| Travel |  |  |  |  |  |
| Other Cost |  |  |  |  |  |
|  |  |  |  |  |  |
| **Total** |  |  |  |  | $139 |

**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? [X] 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?

We will send out the survey to the subscribers to the NCCIH Research Blog (approximately 16,000 subscribers) via an email listserv. In addition, there will be a link to the survey on the NCCIH website for people who visit the research blog.

**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

1. Will interviewers or facilitators be used? [ ] Yes [X] No

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