

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: NIH Office of the Director, Office of Management (OM) Public-facing Websites 2022 Usability Testing Interviews

PURPOSE:

In accordance with the 21st Century Integrated Digital Experience Act (IDEA), the National Institutes of Health (NIH), Office of the Director, Office of Management (OM) wishes to collect qualitative information on the user needs regarding public-facing websites. User feedback regarding their needs will be used to improve the user experience and functionality of the OM’s public-facing websites in compliance with IDEA’s aims to improve the digital experience for government customers and reinforce existing requirements for federal public-facing websites.

DESCRIPTION OF RESPONDENTS:

Individuals will be users of the OM public-facing websites as target audience groups including NIH staff and other government agency staff that rely on OM’s public-facing sites for critical information.

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 Stevens

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

Forms	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individuals or Households	Individuals	36	1	45/60	27
Totals			36		27

COST TO RESPONDENTS

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals or Households	27	\$39.72	\$1,072.44
Totals			

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

FEDERAL COST: The estimated annual cost to the Federal government is: \$19,952.05

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
IT Project Manager	14/10	\$164,102	5%		\$8,205.10
Contractor Cost					
Program Manager		\$52,995	2%		\$1,059.90
Web Developer		\$115,907	5%		\$5,795.35
Web Designer		\$97,834	5%		\$4,891.70
Travel					
Other Cost					
Total					\$19,952.05

**The NIH Federal Employee and Contractor Salaries were estimated based on the locality pay for the DC-MD-VA-WV-PA salary table: <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2022/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 [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?

OM staff will identify appropriate NIH or other federal agency staff to participate in usability testing interviews. Up to 6 individuals will be recruited via email to test each of the five NIH OM websites (30 total). The selected participants will be past users of the OM office public-facing websites.

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
[X] Other, Explain: Teleconferencing
2. Will interviewers or facilitators be used? [X] Yes [] No

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