## 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:** 2022 Broadcast Email Feedback Tool (NLM)

**PURPOSE:**

The goal of this National Library of Medicine (NLM) feedback tool is to collect qualitative feedback from federal staff and contractors about NLM’s broadcast email process, where agency-wide updates are shared through internal, standalone emails. The feedback tool consists of a short list of questions about how often they open these emails, their utility, and communication preferences. NLM will use this information to help inform updates to the broadcast email process and meet staff communication needs.

**DESCRIPTION OF RESPONDENTS**:

Respondents will be NLM federal staff and contractors who voluntarily choose to participate. The feedback tool will be accessible through a link at the bottom of NLM broadcast email messages, a broadcast email inviting staff to participate, and the internal staff newsletter. Responses will remain anonymous.

**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: Dina Manco, NLM Office of Communications and Public Liaison

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

N/A

**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 or Households | 1,468 | 1 | 10/60 | 245 |
|  |  |  |  |  |
| **Totals** |  | **1468** |  | **245** |

**COST TO RESPONDENT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent** | **Total Burden**  **Hours** | **Hourly Wage Rate\*** | **Total Burden Cost** |
| Individuals or Households | 245 | $28.01 | $6,862.25 |
|  |  |  |  |
| **Totals** |  |  | **$6,862.25** |

\* The General Public wage rate (Median wage for “All Occupations”) was obtained from [May 2021 National Occupational Employment and Wage Estimates (bls.gov)](https://www.bls.gov/oes/current/oes_nat.htm" \l "00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is **$893.34**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Staff** | **Grade/Step** | **Salary\*** | **% of Effort** | **Fringe (if applicable)** | **Total Cost to Gov’t** |
| **Federal Oversight** |  |  |  |  |  |
| Writer-Editor | GS 12-1 | $89,834 | 1% |  | $893.34 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Contractor Cost** |  |  |  |  |  |
|  |  |  |  |  |  |
| Travel |  |  |  |  | N/A |
| Other Cost |  |  |  |  | N/A |
|  |  |  |  |  |  |
| **Total** |  |  |  |  | **$893.34** |

\*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?

A link to the feedback tool will be accessible at the bottom of internal broadcast emails and in the internal newsletter.

**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