## Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number:) 0920-1071

**TITLE OF INFORMATION COLLECTION:** DFWED Data System User Feedback Survey

**PURPOSE:** This project aims to collect user feedback for CDC DFWED’s Data and Surveillance Systems. DFWED has several existing data and surveillance systems participating in technologic improvements aligned with CDC’S Data Modernization Initiative which aims to get better, faster, actionable insights for decision-making at all levels of public health. To better support these modernization activities, it is important for current users to provide feedback for consideration during these modernization activities and future enhancements. To improve interoperability between DFWED data systems, this survey will be used across all DFWED data and surveillance systems who would like to capture user feedback.

DFWED data and surveillance systems include:

* System for Enteric Disease Response, Investigation, and Coordination (SEDRIC)
* National Outbreak Reporting System (NORS)
* National Antimicrobial Reporting System (NARMS)
* CryptoNet
* FoodNet
* PulseNet
* One Health Harmful Algal Bloom System (OHHABS)
* National Enteric Surveillance System Integration (NESSI)
	+ Listeria Initiative
	+ Cholera and other Vibrio Illness Surveillance (COVIS)
	+ National Typhoid and Paratyphoid Fever Surveillance System (NTPFS)
	+ Botulism Surveillance
	+ *Cronobacter* infections in infants
* Laboratory Enteric Disease Surveillance (LEDS)
* Free-Living Amoeba Surveillance
* Mycotics Case Surveillance

As CDC invests in modernization activities, it is important to gather user feedback from for consideration during future enhancements.

**DESCRIPTION OF RESPONDENTS**: Survey respondents will be individuals who have utilized a DFWED surveillance system and wish to voluntarily provide anonymous feedback. We anticipate respondents to be public health professionals, including CDC and public health partners at state, tribal, local, and territorial (STLT) levels, other federal government agency partners.

**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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 [ X ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [ X ] No

**BURDEN HOURS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent**  | **No. of Respondents** | **Participation Time** | **Burden** |
| State, local, or tribal governments | 1000 | 15/60 | 250 |
| Federal Government | 100 | 15/60 | 25 |
|  |  |  |  |
| **Totals** |  |  | **275** |

**FEDERAL COST:** The estimated annual cost to the Federal government is $3,817.60. GS-13 Surveillance Informatician @ $47.72 x 80 hours.

**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?

The potential group of respondents will be defined by all users for the data or surveillance system who is being evaluated by the user 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

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

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

## Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g., Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS**: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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