Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" HHS Online Customer Surveys (OMB Control Number: 0990-0379)

TITLE OF INFORMATION COLLECTION: User feedback revised Office of Climate Change and Health Equity website

PURPOSE: The HHS Office of Climate Change and Health Equity is completing revamping and existing website designed to provide climate resilience and emergency preparedness information to the health sector. The purpose of collecting feedback from users of new website is to better understand whether users find the website to be easy to use, and whether the information provided by the website is helpful for health systems, hospital and local public health organizations. The purpose of the tool is to provide users with tools and information in preparing for and responding to the health impacts of climate change and extreme weather events.

DESCRIPTION OF RESPONDENTS: The current website is not heavily used and we are hoping the revision will be more useful. Currently, we are aware of limited number of health systems who have used this site so far. Targeted respondents will be medical professionals and administrators in the US health system and national organizations that support medical professionals and the health system. Individuals and organizations receiving this information will be able to use it to anticipate climate change and extreme weather events and improve the function of their health care organization to respond to and mitigate the impact of climate change. Respondents will be asked to walk through the website, complete a couple of assigned tasks to let us know if the navigation makes sense and give an overall sense of their experience.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[X] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:__Ashley Sanders-Jackson_____

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   X NOT APPLICABLE
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No [x] NOT APPLICABLE

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 hour
Emergency Managers and Sustainability Professionals	20	20/60	6.67
Health Organization (HO), Health Providers, Other people working in HOs	20	20/60	6.67
Totals	**40**		**13.34**

Please note that the User-Centered Design study for respondents who are benefit recipients will have two search tasks within the website and an additional series of questions about quality of the content and perception of the site.

FEDERAL COST: The estimated annual cost to the Federal government is _$10,000_____

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 are working with community partner organizations, national organizations and other federal agencies to identify individuals with the interest and willingness to complete this user-centered testing task. This will be a sample from existing community relationships.

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
[X] Other, Explain

We will be completing a user-centered design study using Zoom. Participants will be asked to pull up the website of interest and complete the assigned tasks and have an online discussion about them.

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

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