

Non-Substantive Change Request
OMB Control Number 0920-1071
[NCEZID] Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

Date Submitted: 9/16/2024

Summary of Request

CDC requests OMB approval for a Non-Substantive Change to Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery. This Change Request is submitted to correct an administrative error that exists in ROCIS. When initially submitted, the overarching Generic Clearance package was approved with a GenIC template under “View Information Collection (IC) List” that used all 5,000 burden hours. When an individual GenIC is submitted under this Generic Clearance package, there are no Burden Hours available for use. This Non-Substantive Change Request will restore the correct number of Burden Hours so that the mechanism can be used for the duration of its approval.

Description of Changes to Burden

There is no increase or decrease in Burden Hours requested. The Non-Substantive Change Request is submitted to restore the correct number of Burden Hours available for this Generic Clearance package (5,000 hours annually, 15,000 hours over the three-year clearance).

Estimated Annualized Burden Hours

Type of Collection	No. of Respondents	Annual Frequency per Response	Hours per Response	Total Hours
Online Surveys	3800	1	30/60	1900
Focus Groups	800	1	2	1600
In-person Surveys	1000	1	30/60	500
Usability testing	1500	1	30/60	750
Customer comment cards	1000	1	15/60	250
TOTAL				5,000

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