

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: ESSENCE Product Survey

PURPOSE: ESSENCE monitors and provides alerts for rapid or unusual increases in the occurrence of infectious diseases and biological outbreaks. This is critical for the detection of imminent health threats impacting force readiness for active duty service members. Therefore, the purpose of this survey is to collect feedback from ESSENCE users in order to ensure the best possible product is provided. ESSENCE is a critical component in DoD directives 6200.03 and 6490.02E as well as the National Strategy for Pandemic Influenza. This makes it imperative that ESSENCE users understand how to effectively utilize and apply ESSENCE in their duties. The survey is conducted on Survey Monkey.

DESCRIPTION OF RESPONDENTS: The targeted group for the respondents are those that have an ESSENCE account. This group understandably should have experience with the product and how they apply it to their own job responsibilities. Currently, we have an estimated 900 ESSENCE users, which is the ideal number of respondents.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Product Survey</u> |

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: Patricia Page

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	900	8 minutes	120
Totals	900	8 minutes	120

PUBLIC COST: The estimated annual cost to the public is \$870

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 respondent list will be drawn from those who have an ESSENCE account. Since we are looking for general feedback that can increase our understanding on how to improve ESSENCE, we will simply send out the survey to the emails attached to ESSENCE accounts.

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