

New Requirements for Supporting Statement A

GenIC

Request for Approval under the

Generic Clearance for the Collection of Routine Customer Feedback

OMB Number 0920-1050

eCR Viewer (DIBBs) online survey for collection of customer feedback via Touchpoints

- **Goal of the study (e.g., determine behavioral factors that influence changes in weight over time or evaluate program delivery processes):** The goal of the study is to gather feedback and measure customer satisfaction during the eCR Viewer pilot.
- **Intended use of the resulting data (e.g., provide suggestions for improving community-based programs):** This data will be used to improve the eCR Viewer product.
- **Methods to be used to collect (e.g., prospective cohort design; randomized trial; etc.):** Intercept survey via Touchpoints, participants will self-select to give feedback.
- **The subpopulation to be studied (e.g., school-age children in North Carolina, conference attendees):** Public health agency staff who use the National Electronics Disease Surveillance System (NEDSS) Base System (NBS) and need to review electronic case reports (eCRs) as part of their work.
- **How data will be analyzed (e.g., logistic regression, descriptive statistics):** There are two questions we will use to gather feedback. The first is a single-select customer satisfaction question where the answers will be assigned a number value (1-5) and then the responses will be averaged to give an overall measure of customer satisfaction. We plan to track this number over time to see how changes to the product impact customer satisfaction. The second question is open-text and the data will be reviewed and coded with common themes that emerge using qualitative practices. The themes will be summarized and used to improve the eCR Viewer product.