

**Request for Approval under the “Voluntary Partner Surveys to Implement
Executive Order 12862” (OMB Control Number: 0906-0084)**

TITLE OF INFORMATION COLLECTION: HRSA Web Survey

PURPOSE: The goal of this survey is to measure the customer satisfaction of HRSA’s websites. It will help HRSA establish benchmarks and identify & prioritize areas of improvement & enhancement to the websites, with the goal of improving the experience for visitors.

This is a new submission that builds upon the already approved clearance received on 8/24/2023. The purpose of this submission is to request an update to 3 response options in the existing survey for both English and Spanish. Updating these response options will allow HRSA to better identify audience information. The update does not impact the estimated annual burden already approved in August 2023.

DESCRIPTION OF RESPONDENTS: Visitors to HRSA’s websites (www.hrsa.gov, bhwh.hrsa.gov, bphc.hrsa.gov, hab.hrsa.gov, mchb.hrsa.gov, nhsc.hrsa.gov, organdonor.gov, donaciondeorganos.gov, bloodstemcell.hrsa.gov, poisonhelp.hrsa.gov, newbornscreening.hrsa.gov).

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ 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: Rich Morey

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 Hours Total
Website visitors	16,667	3 minutes	833.35
Totals	16,667	3 minutes	833.35

FEDERAL COST:

The estimated annual cost to the federal government is \$3,329.55. The cost is for 30 hours of work from one employee at the GS 14, Step 6 level (WASHINGTON-BALTIMORE-ARLINGTON, DC-MD-VA-WV-PA LOCALITY). The base wage of \$73.99 per hour is multiplied by 1.5 to account for overhead costs. The employee will be responsible for survey configuration, testing and oversight.

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? ☐ 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?

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
 - ☐ Other, Explain
2. Will interviewers or facilitators be used? ☐ Yes ☒ No

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