

# DEPARTMENT OF HEALTH AND HUMAN SERVICES

## National Institutes of Health

### Proposed Collection; Comment Request; Evaluation of User Satisfaction With NIH Internet Sites

**SUMMARY:** In compliance with the requirement of section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995 to provide opportunity for public comment on proposed data collection projects, the National Institutes of Health (NIH) will publish periodic summaries of proposed projects to be submitted to the Office of Management and Budget (OMB) for review and approval.

*Proposed Collection:* Title: Evaluation of User Satisfaction with NIH Internet Sites. *Type of Information Collection Request:* Renewal. *Need and Use of Information Collection:* Executive Order 12862 directs agencies that provide significant services directly to the public to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. With this submission, the NIH Office of Communications and

Public Liaison seeks to obtain OMB's generic approval to conduct online customer satisfaction surveys. Since the late 1980's, the NIH has seized the opportunity to disseminate information and materials via the Internet. Today, rapid technological changes of the World Wide Web warrant on-going constitute nt and resource analysis. With survey data, the NIH is enabled to serve, and respond to, the ever-changing demand by the public. The 'public' includes individuals (such as patients, health professionals, educators, and scientists), interested communities (such as national or local organizations/institutions) and businesses. Survey information will augment current Web content, delivery, and design research that is used to understand the needs of the Web user, and more specifically, the NIH user community. Primary objectives are to: (1) Classify NIH Internet users; (2) summarize and better understand customer needs; and (3) quantify the effectiveness/efficiency of current tools and delivery. Overall, the Institutes, Centers, and Offices of the NIH will use the survey results to identify strengths and weaknesses in current Internet strategies. Findings will

help to: (1) Understand the user community and how to better serve Internet users; (2) discover areas requiring improvement in either content or delivery; (3) realize how to align Web offerings with identified user need(s); and (4) explore methods to offer and deliver information with efficacy and equity. *Frequency of Response:* On occasion [As needed on an on-going and potentially concurrent basis (by Institute, Center, or Office)]. *Affected Public:* Users of the Internet. Primarily, this is an individual at their place(s) of access including, but not limited to, home and/or work environments. *Type of Respondents:* Public users of the NIH Internet site, [www.nih.gov](http://www.nih.gov), which may include organizations; medical researchers; physicians and other health care providers; librarians; students; and the general public. *Estimated Number of Respondents:* 104,000. *Number of Responses Per Respondent:* 1. *Average Burden Hours Per Response:* 0.0835. *Burden Hours Request:* 8684. Total annualized cost to respondents is estimated at \$130,260. There are no capital costs, operating costs and/or maintenance costs to report.

### SURVEY TITLE: WEB CUSTOMER SATISFACTION SURVEY ANNUAL REPORTING BURDEN\*

[Web-based; Required for FEDERAL REGISTER requests under PRA, Paperwork Reduction Act.]

Survey area	Number of respondents	Frequency of response	Avg. burden per response (hours)	Burden hours
NIH Organization-wide (1 entity) .....	4000	.....	.....	334
Overall customer satisfaction .....	2000	1	0.1002	200
Specific indicator: Top-level/Entry pages .....	1000	1	0.0668	67
Specific indicator: Tools and initiatives .....	1000	1	0.0668	67
Individual Institutes/Centers/Offices (25 entities) .....	100000	.....	.....	8350
Overall customer satisfaction .....	50000	1	0.1002	5010
Specific indicator: Top-level/Entry pages .....	25000	1	0.0668	1670
Specific indicator: Tools and initiatives .....	25000	1	0.0668	1670
Total .....	104000	.....	0.084	8684

*Request for Comments:* Written comments and/or suggestions from the public and affected agencies are invited on one or more of the following points: (1) Whether the proposed collection of information is necessary for the proper performance of the function of the agency, including whether the information will have practical utility; (2) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond, including the use of

appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

*For Further Information Contact:* To request additional information on the proposed collection of information contact: Dennis Rodrigues, NIH Office of Communications and Public Liaison, 9000 Rockville Pike, Bldg. 31, Rm. 5B58, Bethesda, Maryland 20892-2094, or call non toll-free (301) 435-2932.

*Comments Due Date:* Comments regarding this information collection are best assured of having their full effect if received within 60 days of the date of this publication.

Dated: January 5, 2007.

**John Burklow,**

*Associate Director for Communications and Public Liaison, Office of the Director, National Institutes of Health.*

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### Clinical Center; Notice of Meeting

Pursuant to section 10(d) of the Federal Advisory Committee Act, as amended (5 U.S.C. Appendix 2), notice