

SUBMISSION OF INFORMATION COLLECTION
UNDER GENERIC CLEARANCES

DATE OF REQUEST: 10/02/2009

SUB AGENCY (I/C): NIH National Eye Institute, NEI

TITLE: 2009 National Eye Institute, NEI, Web site User Satisfaction Evaluation Survey

GENERIC CLEARANCE UNDER OMB# 0925-0486 EXP. DATE: 07/31/2010

ABSTRACT:

This Web survey is designed to measure customer satisfaction with the National Eye Institute Web site; URL - <http://www.nei.nih.gov/> . NEI seeks to learn about the experience of individuals using their Web site. NEI seeks to ensure that they meet the information and resource needs of users and are easy to use. More specifically, NEI would like to learn how users feel the site may be improved upon. The information collected will be used internally to improve the site, if needed, and inform dissemination practices to ensure NEI is using efficient and high-impact tactics for informing potential users about the site.

The target number of respondents for this survey is 1,000. To ensure that this target is reached, random site visitors will be presented with a pop-up window that allows them to link to the survey. The information collected will be used by the NEI to improve upon the usefulness and user-friendliness of their Web site.

TOTAL ANNUAL BURDEN APPROVED: 8684.00

BURDEN USED TO DATE: 1947.8

BURDEN THIS REQUEST: 83.5

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

YES NO N/A

OBLIGATION TO RESPOND:

VOLUNTARY

REQUIRED TO OBTAIN OR RETAIN BENEFITS

MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

WEB SITE

TELEPHONE INTERVIEW

MAIL RESPONSE

IN PERSON INTERVIEW

OTHER: link at the bottom of customer-service e-mail

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