

Supporting Statement B

Customer Surveys Generic Clearance

for the

National Center for Health Statistics

GenIC:

Customer Satisfaction Survey for the Research Data Center

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Contact Information

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B. Collections of Information Employing Statistical Methods

1. Respondent Universe and Sampling Methods

Survey respondents are selected from the two previous fiscal years' proposal submissions and the list of all active RDC projects regardless of the submission year. The entire research team (listed in RDC proposal) will be asked to participate in the customer satisfaction survey (~600 people total). The collection period for the survey is three months in each year, 2012-2014.

Data will not be weighted.

2. Procedures for the Collection of Information

RDC research team members will receive an email inviting them to take a short survey (Attachment A) to provide feedback on RDC Activities. This Web page will NOT capture any personally-identifiable information. All submissions are voluntary and anonymous. Responses will be collected electronically and made available electronically to the NCHS staff responsible for analyzing the results.

3. Methods to Maximize Response Rates and Deal with Non-response

Since responses are anonymous, there is no way to deal with non-response. To increase response rates, two follow-up emails will be sent as reminders. The data collected should be sufficient to inform RDC program staff.

4. Tests of Procedures or Methods to be Undertaken

None

5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

Data Collector:

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Attachment

Attachment A. Customer Satisfaction Website Survey