

Supporting Statement B for

Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (NCI)

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Federal Government Employee Address:

Name: Karla Bailey

Address:9609 Medical Center Drive

Telephone: (240)276-5181

Email: karla.bailey@nih.gov

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1. Sub-Study Template Submission Form
2. List of Sub-Study Approvals

B. Collection of Information Employing Statistical Methods

B.1 Respondent Universe and Sampling Methods

The activities under this clearance involve samples of self-selected customers, as well as convenience samples, and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results are not used to make statements representative of the universe of study, to produce statistical descriptions (careful, repeatable measurements), or to generalize the data beyond the scope of the sample. The specific sample planned for each individual collection and the method for soliciting participation will be described fully in each collection request.

Qualitative surveys are tools used by program managers to change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

The samples associated with this collection are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

B.2 Procedures for the Collection of Information

Data collection methods and procedures vary and the specifics of these will be provided with each collection request. The agency expects to use a variety of methodologies for these collections. For example, the agency or its contractors may use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated and/or posted on target pages of the agency's web site. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation may also be used.

B.3 Methods to Maximize Response Rates and Deal with Nonresponse

Information collected under this generic clearance will not yield generalizable quantitative findings; it can provide useful customer input, but it does not yield data about customer opinions that can be generalized.

B.4 Test of Procedures or Methods to be Undertaken

Pretesting may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, the agency will submit the pretest instruments for review under this generic clearance.

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

Each program obtains information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when appropriate. This statistical expertise is available from agency statisticians or from contractors and the agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.