DEPARTMENT OF HEALTH AND HUMAN SERVICES

National Institutes of Health

Submission for OMB Review; Comment Request; Evaluation of User Satisfaction With NIH Internet Sites

SUMMARY: Under the provisions of Section 3507(a)(1)(D) of the Paperwork Reduction Act of 1995, the National Institutes of Health (NIH) has submitted to the Office of Management and Budget (OMB) a request to review and approve the information collection listed below. This proposed information collection was previously published in the **Federal Register** on March 6, 2000, in Volume 65, No. 44, pages 11787–11788, under the title ''Request for Generic Clearance to Collect Customer Survey Data Pertaining to NIH Internet Sites,'' and allowed 60 days for public comment. No public comments were received. The purpose of this notice is to allow an additional 30 days for public comment. The NIH may not conduct or sponsor, and the respondent is not required to respond to, an information collection that has been extended, revised, or implemented after October 1, 1995, unless it displays a currently valid OMB control number.

Proposed Collection

Title: Evaluation of User Satisfaction with NIH Internet Sites. *Type of Information Collection Request:* New. *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 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 WWW warrant on-going constituent and resource analysis. With survey information, the NIH is enabled to serve, and respond to, the ever-changing demand by the public. The 'public' includes individuals (such as patients, educators, students, etc.) and interested communities (such as national or local organizations/institutions) and business. Survey information will augment current Web content, delivery, and design research which is used to understand 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 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:* Annual [As needed on an on-going and, possibly, 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 or/and work environments. *Type of Respondents:* Public users of the NIH Internet site, *www.nih.gov,* which may include organizations, medical researchers, physicians and other health care providers, librarians, students, as well as individuals of the general public. *Estimated Number of Respondents:* 104,000. *Number of Respondents Per Respondent:* 1. *Average Burden Hours Per Response:* 0.084. *Burden Hours Requested:* 8684. Total annualized cost to respondents is estimated at $116,105. There are also no capital costs, operating costs and/or maintenance costs to report.

SURVEY TITLE: WEB CUSTOMER SATISFACTION SURVEY—ANNUAL REPORTING BURDEN [1]

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

Survey area	No. respondents	Frequency of response	Avg. burden per response (hours)	Burden hours
NIH Organization-wide (1 entity)	4,000			334
Overall customer satisfaction	2,000	1	0.1002	200
Specific indicator: Top-level/Entry pages	1,000	1	0.0668	67
Specific indicator: Tools and initiatives	1,000	1	0.0668	67
Individual Institute/Office	100,000			8,350
Overall customer satisfaction	50,000	1	0.1002	5,010
Specific indicator: Top-level/Entry pages	25,000	1	0.0668	1,670
Specific indicator: Tools and initiatives	25,000	1	0.0668	1,670
Total	104,000		0.084	8,684

[1] Survey research firm, MediaMetrics, indicated 1,264,000 unique visitors to NIH sites in Dec, 1999. If fully implemented, an average month would survey 8,600 users (less than 0.007 of total average unique visitors to NIH sites).

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. 2B03, Bethesda, Maryland 20892–2094,

or call non toll-free at (301) 435–2932. You may also e-mail your request to dr3p@nih.gov.

Comments Due Date

Comments regarding this information collection are best assured of having their full effect if received within 30 days of the date of this publication.

Dated: February 1, 2001.

Anne Thomas,

Assoc. Director, Office of Communications and Public Liaison, National Institutes of Health.

[FR Doc. 01–3607 Filed 2–12–01; 8:45 am]

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

National Institutes of Health

National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK): Opportunity for Cooperative Research and Development Agreements (CRADAs) to Develop Monoclonal Antibodies and/or Other Reagents and Products for Use in Identifying the Dombrock Blood Group Carrier Molecule Aimed at Improving Blood Typing Practices Through Molecular Means

AGENCY: National Institutes of Health, Public Health Service, DHHS.

ACTION: Notice.

SUMMARY: The National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) of the National Institutes of Health (NIH) is seeking Licensee(s) and/or proposals in the form of capability statements from potential collaborators for a Cooperative Research and Development Agreement (CRADA) to develop monoclonal antibodies and/or other reagents and products for use in identifying the Dombrock blood group carrier molecule. The U.S. government-owned technology is encompassed within U.S. Provisional Patent Application Serial No. 60/235,162, entitled ''Identification of The Dombrock Blood Group Glycoprotein as a Polymorphic Member of The ADP-Ribosyltransferase Gene Family''.

Pursuant to the Federal Technology Transfer Act of 1986 (FTTA, 15 U.S.C. 3710; and Executive Order 12591 of April 10, 1987, as amended by the National Technology Transfer and Advancement Act of 1995), the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) of the National Institutes of Health (NIH) of the Public Health Service (PHS) of the Department of Health and Human Services (DHHS) seeks a Cooperative Research and Development Agreement (CRADA) with a pharmaceutical or biotechnology company to develop monoclonal antibodies and/or other reagents for use in identifying the Dombrock blood group carrier molecule. The goals of the CRADA include the rapid publication of research results and timely commercialization of products or methods that may result from the research.

The potential Collaborator(s) capability statement should provide proof of expertise in blood typing practices through molecular means along with a brief commercialization plan. The NIH also will consider proposals from Collaborators with demonstrated expertise in developing kits designed to identify blood group antibodies in recipients of transfused blood or blood products.

DATES: Only written CRADA capability statements received by the NIDDK on or before March 30, 2001 will be considered during the initial design phase; confidential information must be clearly labeled. Potential Collaborators may be invited to meet with the Selection Committee at the Collaborator's expense to provide additional information. The Institute may issue an additional notice of CRADA opportunity during the design phase.

FOR FURTHER INFORMATION CONTACT: Capability statements should be submitted to Dr. Michael W. Edwards, Office of Technology Development, National Institute of Diabetes and Digestive and Kidney Diseases, National Institutes of Health, BSA Building, Suite 350 MSC 2690, 9190 Rockville Pike, Bethesda, MD 20814–3800; Tel: 301/496–7778, Fax: 301/402–0535; Email: mels@nih.gov.

SUPPLEMENTARY INFORMATION: A CRADA is an agreement designed to enable certain collaborations between Government laboratories and non-Government laboratories. It is not a grant, and is not a contract for the procurement of goods/services. The NIDDK is prohibited from transferring funds to a CRADA collaborator. Under a CRADA, NIDDK can contribute facilities, staff, materials, and expertise to the effort. The collaborator typically contributes facilities, staff, materials, expertise, and funding to the collaboration. The CRADA collaborator receives an exclusive option to negotiate an exclusive or non-exclusive license to Government intellectual property rights arising under the CRADA in a pre-determined field of use and may qualify as a co-inventor of new technology developed under the CRADA.

Identification of the 25 known human blood group molecules is of fundamental importance for the fields of erythroid cell biology and transfusion medicine. The molecular description of the ''Dombrock'' blood group system has been determined. A candidate gene was identified by in silico analyses of approximately 5000 expressed sequence tags (ESTs) from terminally differentiating human erythroid cells. Transfection experiments demonstrated specific binding of anti-Dombrock and confirmed glycosylphosphatidylinositol membrane attachment.

Currently, reagents may not be available to readily type all blood using serology. The information derived by this invention of the Dombrock blood group carrier gene can be used to type the human blood supply. The public health need is to improve the blood typing practices through molecular means and thereby prevent clinical problems associated with improperly cross-matched blood.

Capability Statements

A Selection Committee will utilize the information provided in the ''Collaborator Capability Statements'' received in response to this announcement to help in its deliberations. It is the intention of the NIDDK that all qualified Collaborators have the opportunity to provide information to the Selection Committee through their capability statements. The Capability Statement should not exceed 10 pages and should address the following selection criteria:

(1) The statement should provide specific details of the method to be utilized in the development of the monoclonal antibody to the Dombrock molecule.

(2) The statement should include a detailed plan demonstrating the ability to provide sufficient quantities of the agent in a timely manner for the duration of the study.

(3) The statement may include outline outcome measures of interest to the Collaborator. The specifics of the proposed outcome measures and the proposed support should include but not be limited to the following: monoclonal development expertise, specific funding commitment to support the advancement of scientific research, personnel services, facilities, equipment, or other resources that would contribute to the conduct of the commercial development.

(4) The statement must address willingness to promptly publish research results and ability to be bound