

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION SUBMISSION

CUSTOMER SATISFACTION SURVEY OF BIOLOGY REU SITE PROGRAM PIs TO DETERMINE INTEREST IN, AND CHALLENGES RELATED TO, OFFERING INTERNATIONAL REU EXPERIENCES

A. JUSTIFICATION

1. CIRCUMSTANCES MAKING COLLECTION OF INFORMATION NECESSARY

On September 11, 1993, President Clinton issued Executive Order 12862, “Setting Customer Service Standards,” which clearly defined his vision that the Federal agencies will put the public first. To accomplish this, President Clinton called for a “revolution within the Federal government to change the way it does business.” He expected this process to require continual reform of government practices and operations to the end that, “when dealing with the Federal agencies, all people receive service that matches or exceeds the best service available in the private sector.”

Section 1(b) of this E.O. requires agencies to “survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services” and Section 1(a) requires agencies to “survey front- line employees on barriers to, and ideas for, matching the best in business.” These Presidential requirements established an ongoing need for the National Science Foundation (NSF) to engage in an interactive process of collecting information and using it to improve program services and processes.

Anecdotal information suggests that the organizers of many REU Sites in the biological sciences are interested in offering programs that involve a substantial international experience for the student participants. Nonetheless, very few such international REU Sites presently exist. The purpose of this survey is to determine more accurately the extent of that interest among current REU Site PIs and to determine what perceived barriers may be preventing those individuals from proposing international REU programs.

2. HOW, BY WHOM, AND PURPOSE FOR WHICH INFORMATION IS TO BE USED

The intended respondents are principal investigators presently holding REU Site awards from the BIO directorate. The purpose of the survey is to assess their experiences with, or interest in, developing future REU Site programs with a greater component of international student experiences.

3. USE OF AUTOMATION

We will use e-mail to direct PIs to the BIO REU website (<http://bioreu.org/>), where they will find a link to the survey. This website is password-protected. The survey instrument will be completed and returned to a dedicated e-mail address where the results will be compiled by program staff.

4. EFFORTS TO IDENTIFY DUPLICATION

No other agency deals with the issue of BIO REU Site program content.

5. SMALL BUSINESS CONSIDERATIONS

Not applicable.

6. CONSEQUENCES OF LESS FREQUENT COLLECTION

Not applicable.

7. SPECIAL CIRCUMSTANCES FOR COLLECTION

Not applicable.

8. FEDERAL REGISTER NOTICE.

The agency's notices, as required by 5 CFR 1320.8(d), were published in the *Federal Register* on January 22, 2008, at 73 FR 3756 and March 29, 2008 at 73 FR 16725 and no comments were received.

OUTSIDE CONSULTATION

Calculations of costs were performed by the program staff.

9. GIFTS OR REMUNERATION

Not applicable.

10. CONFIDENTIALITY PROVIDED TO RESPONDENTS

Responses will not be confidential because the survey is returned via e-mail. However, the identity of respondents will be known only to program officials and the results will be maintained on an agency server. All survey results will be reported anonymously, and responses will not be associated with individual respondents without their express permission.

11. QUESTIONS OF A SENSITIVE NATURE

No questions of a sensitive nature will be asked.

12. ESTIMATE OF BURDEN

It is estimated that the survey will require 10-15 minutes to complete. Approximately 130 responses are expected, for a total time of about 32.5 hr for all responses.

ANNUALIZED COST TO RESPONDENTS

Based upon Bureau of Labor Statistics (BLS) for Biological Scientists

(<http://www.bls.gov/oes/current/oes191029.htm>) employed at Colleges, Universities, and

Professional Schools (hourly mean wage = \$25.96), and an estimated 0.25 hour survey response time:

$\$25.96/\text{hr} \times 0.25 \text{ hr} = \6.49 per respondent

For all 130 respondents, the total cost will be \$843.70.

13. CAPITAL/STARTUP COSTS

Not applicable.

14. ANNUALIZED COST TO THE FEDERAL GOVERNMENT

Based on BLS data for biological scientists in the Executive Federal Branch (hourly mean wage = \$35.11):

5 hr staff time (all individuals) to discuss, formulate, review, revise, and code survey = \$175.55

20 hr staff time to compile and analyze data and discuss results = \$702.20

TOTAL staff time = \$875.55

15. CHANGES IN BURDEN

Not applicable.

16. PUBLICATION OF COLLECTION

Not applicable.

17. SEEKING APPROVAL TO NOT DISPLAY OMB EXPIRATION DATE

Not applicable.

18. EXCEPTION(S) TO THE CERTIFICATION STATEMENT (19) ON OMB 83-I

There are no exceptions.

B. STATISTICAL METHODS

Not applicable.

Attachments