

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3145-0215)**

TITLE OF INFORMATION COLLECTION:

OISE PIRE Customer Survey

PURPOSE:

The purpose of this survey is to better serve the scientific community by assessing the level of satisfaction with the timeliness of information received and clarity of the current PIRE solicitation (NSF #11-564). Responses from this survey will be used by the NSF Office of International Science and Engineering (OISE) staff to see how we can increase our satisfaction levels with our participants in this important competition. The survey will be conducted using a PDF form and will provide our office useful information and insight into what is working well and where we can improve our solicitation and interactions with this community.

DESCRIPTION OF RESPONDENTS:

The respondents are university administrators who are Vice Presidents for Research (or their equivalent) at institutions that submitted proposals to the NSF PIRE solicitation (NSF #09-505).

FOCUS GROUP:

Prior to the request for OMB approval, we conducted informal interviews with three institutions (North Carolina A&T, University of Cincinnati, University of Michigan) to discuss the customer service survey. These institutions were chosen to represent a range of institutions in terms of research and development expenditures.

The interviews allowed us to confirm that many institutions will be able to recall their submissions to the previous NSF PIRE competition (NSF #09-505). One institution did indicate that while they could recall the previous submissions, ranking them would be difficult. As a result of the interviews we added an “Unable to Rank” option for question #4. The interviews also gave us insight that some institutions may indicate that they are “Neutral” when in fact they are either some degree of satisfied or unsatisfied. A comment box was added to fully capture their opinion.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

- Customer Satisfaction Survey
- Small Discussion Group
- Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.

3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Suzanne Plimpton, NSF Reports Clearance Officer

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	66	5 minutes	6 hours
Totals	66	5 minutes	6 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$8

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The respondents for this survey are university administrators at institutions that (submitted or were invited to submit a full proposal) to the previous NSF PIRE competition (NSF #09-505). The university administrator respondent pool includes 66 Vice Presidents for Research (or their equivalent). We anticipate a 65% rate for the survey for this group of respondents.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Please make sure that all instruments, instructions, and scripts are submitted with the request.