Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0925-0643)

TITLE OF INFORMATION COLLECTION:
Opportunities for Extramural Collaborations at the NIH Clinical Center (U01) Customer Satisfaction Survey

PURPOSE:
The NIH Clinical Center (CC) is the nation's largest hospital devoted entirely to clinical research. The CC is essential to the clinical research mission of the National Institutes of Health (NIH) Institutes and Centers. Consistent with NIH's historical practice of separating intramural (e.g., research conducted *within* the labs and clinics of the NIH) and extramural (e.g., research conducted in labs and clinics *outside* of the NIH) research activities, the CC resources have been used almost exclusively by NIH intramural investigators. The Opportunities for Collaborations at the NIH Clinical Center is a new trans-NIH program developed to foster intramural and extramural collaborations at the CC, to allow a broader range of scientists' access to the unique resources of the CC. The impetus for this new program was a 2010 Congressional NIH Scientific Management Review Board (SMRB) report (http://smrb.od.nih.gov). In this report, the SMRB stated, "the role of the NIH CC should be to serve as a state-of-the-art national resource, with resources optimally managed to enable both internal and external investigator use." While acknowledging that such a program would require the NIH to develop a series of new business rules and administrative procedures, the SMRB strongly recommended the program provide external researchers access to the NIH CC and to leverage the diverse CC resources, expertise, and infrastructure. The objectives of the program are to: 1) increase use of the NIH CC's unique resources; and 2) broaden and strengthen translational research collaborations between basic and clinical researchers both within and outside NIH. The program is currently funded via a cooperative agreement (U01) and 14 NIH Institutes/Centers participate in the program.

This program represents a new and challenging business model at the NIH. Therefore, it is important to gather feedback from program stakeholders, such as the applicants, on how well processes work and the program's overall implementation. The NIH is interested in learning program applicants' overall satisfaction with the application process. It is also of interest to obtain information regarding key aspects of the pre-award activities (e.g., webinars) that were particularly helpful or challenging. This survey is part of a customer satisfaction assessment to examine the program's implementation and to inform the future direction of the program.

DESCRIPTION OF RESPONDENTS:
Potential survey respondents are individuals who applied to the Opportunities for Extramural Collaborations at the NIH Clinical Center (U01) program funding opportunity announcement in 2013 and 2014, and are listed as a Principal Investigator in the application. Approximately 200 individuals applied to this program in the Principal Investigator role.

TYPE OF COLLECTION: (Check one)
[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: <u>Jamelle E. Banks, DHHS/NIH/NICHD/OSPAC/SPPEB</u>

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [**X**] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	200	15/60	50
Totals	**200**	15/60	**50**

FEDERAL COST: The estimated annual cost to the Federal government is <u>$19,358.24</u>.

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?
                                                                        [X] 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 universe of potential respondents is comprised of those individuals that applied to the Opportunities for Extramural Collaborations at the NIH Clinical Center (U01) program funding opportunity announcement in 2013 and 2014, and are listed as a Principal Investigator in the

application. Approximately 200 individuals applied to this program in the Principal Investigator role. We intend to invite all individual Principal Investigator applicants to complete the survey and we expect an 80% response rate.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
     [**X**] Web-based or other forms of Social Media
     [ ] Telephone
     [ ] In-person
     [ ] Mail
     [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [**X**] No