

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

(OMB Control Number: 0925-0648 Expiration Date: 01/2015)

TITLE OF INFORMATION COLLECTION: Grants Process Satisfaction Survey

PURPOSE:

The National Institutes of Health (NIH) Office of the Director, Office of Communications and Public Liaison (OCPL) is conducting a survey to better understand the satisfaction of members of the research community, including successful and unsuccessful grantees and grant officials from grantee institutions. NIH OCPL seeks to have a better understanding of the needs of these key stakeholder audiences about the grant process and communication about grant opportunities.

DESCRIPTION OF RESPONDENTS:

Successful grant applicants
Unsuccessful grant applicants
Grant officials at grantee institutions

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: Marin Allen, Ph.D. _____

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 or households	1000	5 minutes each	83 hours
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$10,000

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 NIH Office of Extramural Research (OER) maintains lists of grant applicants (successful and unsuccessful) and grant officials at grantee institutions. Based on an estimated 50% response rate, a simple random sample of 2,000 applicants and grant officials will be sent the survey to complete. If the actual response rate (after reminder letters are sent) is below 50%, a second wave of requests (based on a separate random sample of applicants and officials not selected in the initial wave) will be emailed in order to elicit the total number of completions (1,000) we wish to achieve.

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