

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0925-0648)

TITLE OF INFORMATION COLLECTION: Office of Equity, Diversity, and Inclusion (EDI) Customer Service Survey

PURPOSE: The Office of Equity, Diversity, and Inclusion (EDI), believes that the cornerstone of customer service is the customer’s experience. We believe our role is to proactively advance the civil rights of all employees and to foster diversity and inclusion as environmental imperatives at the NIH. Our portfolio includes 8 areas of accountability. They are complaints processing, data analytics, policy, guidance education & marketing, strategic diversity & inclusion, special emphasis programming, customer outreach & consultancy and MD-715 collaboration.

The survey will provide EDI customers an opportunity to give us feedback on the service they receive.

DESCRIPTION OF RESPONDENTS: The respondents to this survey will consist of NIH employees, staff from other HHS components and other Federal agencies, along with private individuals (applicants) who receive advice, guidance, and assistance from EDI staff.

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: Margarite Curtis- Farrell

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No

3. If Yes, has an up-to-date System of Records Notice (SORN) 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	75	10 minutes	13
Totals	75		13

FEDERAL COST: The estimated annual cost to the Federal government is \$300.00[13.60]*
Annual Survey Monkey fee = \$300.00 *estimate cost of one survey

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?

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