

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 0925-0668)**

TITLE OF INFORMATION COLLECTION:

Online customer satisfaction survey for collecting feedback on NIH/NIAID grants-related knowledge management needs and resources.

PURPOSE:

The Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program of the Division of Extramural Activities of the National Institute of Allergy and Infectious Diseases (NIAID) will use the results of the information collection to inform its knowledge management activities and to enhance its extramural grants-related resources such as information, tools and technologies, and services. This information collection effort will supplement similar assessment activities being conducted with NIH and other US government staff members.

The information collection will provide NIAID with critical feedback from the perspective of non-US government users of NIAID grants resources. This feedback will help NIAID improve and target its grants-related resources for the scientific, professional, and lay communities.

DESCRIPTION OF RESPONDENTS:

The target audience for the information collection is the scientific research community, health professionals, and lay public interested in obtaining information about NIAID grants.

The universe consists of NIAID funding newsletter subscribers that are not federal employees, who by virtue of being subscribers to the newsletter are already familiar with the NIAID program (approximately 63,000 non-US government subscribers). The potential participants include NIAID grantees, researchers at NIAID grantee institutions, and other NIAID funding newsletter subscribers who are non-US government employees.

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.

- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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.

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DHHS, NIH, NIAID, DEA

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
Not applicable
- If Applicable, has a System or Records Notice been published? Yes No
Not applicable

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
Private Sector (NIAID grantees-Nonprofit)	4,000	15 minutes	1,000 h
Totals	4,000	15 minutes	1,000 h

FEDERAL COST: The estimated annual cost to the Federal government is \$25,750.

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

- 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 universe of potential respondents is non-US government employees who currently (within 3 months prior to survey launch date) subscribe to the NIAID funding newsletter. We intend to invite all newsletter subscribers not having '*.gov' email addresses to complete the survey. The final sample will consist of a convenience sample of these subscribers who voluntarily opt in to the survey. Quota sampling will be used to obtain a sample size of approximately 4,500 (about 4,000 grantees and 500 non-grantees from the general public) subscribers to ensure inclusion of small and large grantee institutions (domestic and international) and individuals from various global geographic locations.

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 -- Email
2. Will interviewers or facilitators be used? Yes No

Attachments:

Attachment A – Email scripts and reminders

Attachment B -- Online customer satisfaction survey screen shots