

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

TITLE OF INFORMATION COLLECTION:

Survey Regarding Customer Satisfaction with the Logistical Support Provided by the US Antarctic Program’s Antarctic Support Contractor

PURPOSE:

The purpose of this web-based survey is to collect feedback from grantees supported by the US Antarctic Program (USAP) during a deployment to Antarctica about the quality of logistical support provided by the Antarctic Support Contractor and other contractors and service providers. Data from the pilot will be used to finalize a data collection instrument and process that will be fielded annually beginning with the 2014-15 field season. Information from the annual survey will be used by the NSF Office of Polar Programs to inform management of the US Antarctic Program.

DESCRIPTION OF RESPONDENTS:

The Principal Investigators on all USAP-funded projects that included deployment to Antarctica during the 2014-2015 field season. PIs with multiple “event numbers” (indicating sub-projects with unique sets of logistical requirements) will be asked to complete the survey multiple times.

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: Suzanne H. 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 [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 (Grantees)	125	30 minutes	63 hours
Totals	125	30 minutes	63 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$500

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 Principal Investigators on all USAP-funded projects that included deployment to Antarctica during the 2014-15 field season will be invited to participate in the survey. This includes 101 individuals and 125 event numbers. A census survey is preferred over sampling from the population in this case because the universe of potential respondents is small and because the experiences of individual grantees with the support contractor can vary widely. NSF also wishes to offer the opportunity to provide feedback to every grantee. NSF has previously worked with

logistical support contractors to administer a satisfaction feedback interview before leaving Antarctica. This survey is intended to be impartial and less burdensome.

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.