

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0643 ExpDate:10/2017)

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

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 17 NIH Institutes/Centers participate in the program. To date, six NIH institutes have funded a total of 21 applicants through the program, and more awards are forthcoming.

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 extramural principle investigators (PIs), on how well processes work and the program’s overall implementation. The NIH is interested in learning program PI’s overall satisfaction with the collaborative research experience. It is also of interest to obtain information regarding the NIH resources used and unmet resource needs. These interviews are part of a customer satisfaction assessment to examine the program’s implementation and to inform the future direction of the program.

DESCRIPTION OF RESPONDENTS:

Respondents will be individuals who received awards from the Opportunities for Extramural Collaborations at the NIH Clinical Center (U01) program in 2013-2016, and are listed as a Principal Investigator in the application. Approximately 35 investigators are expected to be eligible to participate.

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>Customer Satisfaction Interviews</u> |

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: Jennifer Guimond, PhD, DHHS/NIH/NICHD/OSPRA/SPPEB

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

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Private Sector (not-for-profit)	35	1	45/60	26
Totals	35	1	45/60	26

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Private Sector (not-for-profit)	26.25	\$40.36	\$1059.45
Totals	26.25	\$40.36	\$1059.45

*The wage rate is based on data from the Bureau of Labor Statistics Occupational Employment and Wages for the Life Scientists 19-1099 category as of May 2015

(<http://www.bls.gov/oes/current/oes190000.html>). The hourly mean wage for the Scientific Research and Development Services Industry is \$40.36.

FEDERAL COST: The estimated annual cost to the Federal government is \$10,982.89

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight	13/3	\$98,289	1%		\$982.89
Contractor Cost		N/A-Fixed price			\$10,000
Travel					
Other Cost					
Total					\$10,982.89

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?

All extramural PIs will be invited to participate.

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