

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB#: 0925-0648 ExpDate: 3/31/18)**

---

**TITLE OF INFORMATION COLLECTION:**

2016 HHS Learning Portal (LMS) User Survey

**PURPOSE:**

The purpose of the 2016 HHS Learning Portal (LMS) User Survey is to gather feedback from users on system satisfaction post system upgrade in September 2015.

**DESCRIPTION OF RESPONDENTS:**

The target audience is all HHS Learning Portal (LMS) Users at NIH.

**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: \_\_\_\_\_ Zina Abdelaziz \_\_\_\_\_

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 [ 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
Federal Government Contractors	150	1	5/60 hours	13 hours
<b>Totals</b>	<b>150</b>	<b>150</b>		<b>13</b>

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Federal Government Contractors	13 hours	\$29.89	\$388.57
<b>Totals</b>	<b>13 hours</b>		<b>\$388.57</b>

\*Cite source per bls.gov if applicable

Bls.gov Occupational Employment and Wages, May 2015, Silver Spring-Frederick-Rockville, MD Metropolitan Division [http://www.bls.gov/oes/current/oes\\_43524.htm#00-0000](http://www.bls.gov/oes/current/oes_43524.htm#00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is \$6768.00.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Survey Team Lead	GS 13/1	\$92,145	3%		\$2764.35
Survey Team Member	GS 12/2	\$80,073	5%		\$4003.65
<b>Contractor Cost</b>					
Travel					
Other Cost					
<b>Total</b>					<b>\$6,768.00</b>

**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?

Full census of HHS Learning Portal (LMS) Users at NIH. Customer participation in the survey is voluntary.

**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