

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 ExpDate:03/2018)

TITLE OF INFORMATION COLLECTION:

CSR Website Redesign Novice Applicants & Reviewer Interviews

PURPOSE:

Applicants and reviewers are the two primary audiences for the Center for Scientific Review (CSR). A series of questions have been designed to identify participant’s knowledge of CSR and their role in the application and review process. These questions will inform our design and development of the CSR Website Redesign to improve communication and service.

DESCRIPTION OF RESPONDENTS:

Our target audience is novice applicants. We believe they know the least about the process and need the most help. By understanding their challenges with the application process we can make informed decisions on how to better label and structure information to help them.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" 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: _____ Kristin Kramer _____

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 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-Applicants	5	5	1	5
Private Sector-Reviewers	5	5	1	5
Totals	10	10		10

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Private Sector-Applicants	5	\$36.13	\$180.65
Private Sector-Reviewers	5	\$36.13	\$180.65
Totals	10		\$361.30

*bls.gov 19-1029 Biological Scientists, All Other – Median National Estimate

FEDERAL COST: The estimated annual cost to the Federal government is \$1,848.78

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight	15/6	\$149,432	0.005		747.16
Contractor Cost		\$125.00 hr	10		\$1,250.00
Travel					0
Other Cost					0
Total					\$1,997.16

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?

Applicants

A national list of subjects will be used. This list will be comprised of new faculty members at universities within the U.S. specifically biologists. We will then cross check against our database (QVR within IMPAC II) to see if they are new to NIH, if they have submitted for funding grants, or if they have reviewed. Five (5) subjects will be recruited to get an unbiased representation of the United States.

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