

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

TITLE OF INFORMATION COLLECTION:

The NIH Extramural Loan Repayment Programs: Online Post-Application Customer Service Survey for Institutional Business Officials (IBOs)

PURPOSE:

The NIH Extramural Loan Repayment Programs (LRP) FY2017 application period began on September 1st, 2016 and will end December 1st, 2016. Institutional Business Officials (IBOs) of LRP applicants are required to interact with LRP systems in order to provide information and institutional certifications in support of applicants.

The purpose of the currently proposed online survey, hosted on SurveyMonkey, is to garner feedback from IBOs about the ease and usability of LRP systems and the understandability of the email they receive that directs them to the site. The survey will be anonymous, and information garnered from the survey will remain internal to DLR and be used solely to make improvements to our IBO processes for the following year.

DESCRIPTION OF RESPONDENTS:

Respondents will be approximately 1000, extramural, bachelors-level administrators who are named as IBOs in support of an LRP applicant.

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: Jill I. Mattia, Ph.D.

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
Individuals	600	1	2/60	20
Totals	600	600		20

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	20	\$31	\$620
Totals	20	\$31	\$620

Source is the Chronicle of Higher Education (hyperlink - <http://www.chronicle.com/article/Median-Salaries-of-Senior/235668>). The median annual salary for a bachelor’s level bursar is \$63,581, and the estimated hourly wage is \$31.

FEDERAL COST: The estimated annual cost to the Federal government is \$1,180.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov’t
Federal Oversight					
Scientific Prog Eval Spec	14-3	\$118,000	1		\$1,180
Contractor Cost					
Travel					None
Other Cost					None
Total					\$1,180

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?

Potential respondents will be all individuals named as IBOs to, and who submit information in support of, LRP applicants. All such individuals will be sent an email with the link to the survey hosted by SurveyMonkey after the LRP application period has closed. Based on last year application numbers, DLR anticipates the number of individuals invited to participate in the survey will be N=1,000. Assuming a 60% response rate obtained in prior research, the final total respondent sample is anticipated to be n=600.

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.