Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648 Exp., date: 03/2018)

TITLE OF INFORMATION COLLECTION:

DVR Customer Service Survey – Animal Procurement

PURPOSE:

The NIH Office of Research Services (ORS) Division of Veterinary Resources (DVR) conducts a bi-annual survey of its Animal Procurement services customers. The electronic survey is hosted by NIH behind its firewall using a software tool, (SPSS) purchased and maintained by UNICOM.

The survey asks a series of questions about customer perceptions of specific aspects of service they received. Customers are also asked to identify strengths and weaknesses of our services. Results are compared to past survey data to gain insight into how our services are improving, or declining, over time.

DESCRIPTION OF RESPONDENTS:

Customers include NIH employees and contractors in the following roles: Facility Managers and Institute Approving Officials.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [√] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

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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
Individuals (Federal Government Contractors) using ORS Procurement Services	70	1	5/60	6
Totals		70		6

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals (Federal Government Contractors) using ORS Procurement Services	6	$47.42	$284.52
Totals			$284.52

*Cite source per bls.gov if applicable

FEDERAL COST: The estimated annual cost to the Federal government is **$1,385.13**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Industrial Psychologist	13/5	107,435	.005		$537.18
Dep. Dir for Mgmt. Ops	15/10	$161,900	.0025		$402.25
Contract Mgr.	13/9	$120,097	.0015		$180.15
Contractor Cost					$265.55
Travel					N/A
Other Cost					N/A
Total					**$1,385.13**

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?
<div align="center">[√] Yes   [ ] No</div>

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?

DVR maintains a list of its transportation services customers. These customers will be asked to respond to the survey.

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