

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

**TITLE OF INFORMATION COLLECTION:** 2017 GSRP Website Survey Applicant

**PURPOSE:**

The NCI Center for Cancer Training (CCT) wishes to collect information from NCI stakeholders to better service delivery. In the spring of 2017, twenty-six graduate students will participate in the inaugural Graduate Student Recruiting Program to learn about postdoctoral training opportunities here at the NCI. CCT plans to survey the applicants to better understand the customers’ experience using the application website and to improve the website for future cohorts.

**DESCRIPTION OF RESPONDENTS:**

The respondents are the accepted applicants of the GSRP and attended the events in Bethesda and Frederick.

**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: Chanelle Case Borden

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
Individual	26	1	10/60	4
<b>Totals</b>	<b>26</b>	<b>26</b>		<b>4</b>

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individual	4	\$26.34	\$105.36
<b>Totals</b>			<b>\$105.36</b>

\*Cite source per bls.gov if applicable

**FEDERAL COST:** The estimated annual cost to the Federal government is \$379.18

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Program Analyst	13/1	\$94,796	0.4%		\$379.18
<b>Contractor Cost</b>					\$379.18
Travel					0
Other Cost					0
<b>Total</b>					<b>\$379.18</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?

The customer list consists of the 26 graduate students who were selected to participate in the GSRP. CCT intends to invite all 26 students by email to take the online customer satisfaction 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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**