## 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 Services

**PURPOSE:**

The NIH Office of Research Services (ORS) Division of Veterinary Resources (DVR) conducts a bi-annual survey of its Animal 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: Animal Program Directors, Facility Managers, Facility Veterinarians, Research Scientists, Lead Veterinary Technicians, and Lead Technical Research Staff.

**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 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.

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Chief, Division of Veterinary Resources

Office of Research Services

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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 Animal Services | 250 | 1 | 15/60 | 63 |
|  |  |  |  |  |
| **Totals** |  | 250 |  | 63 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent** | **Total Burden**  **Hours** | **Hourly Wage Rate\*** | **Total Burden Cost** |
| Individuals (Federal Government Contractors) using ORS Animal Services | 63 | $47.42 | $2,963.75 |
|  |  |  |  |
| **Totals** |  |  | $2,963.75 |

\*Rate for the Animal Facility Specialist rate on the SoBran contract under the LARC (Lab Animal Research Contract, which is a multiple award, NIH wide acquisition vehicle for animal care and research support services.  This is an appropriate labor category for the level of contract staff that will be asked to respond to this survey.  Some respondents will be in a higher category and some in a lower category, but this would serve as the average labor category for contract staff that we would ask to respond to this survey.

**FEDERAL COST:** The estimated annual cost to the Federal government is **$5,262.08**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Staff** | **Grade/Step** | **Salary** | **% of Effort** | **Fringe (if applicable)** | **Total Cost to Gov’t** |
| **Federal Oversight** |  |  |  |  |  |
| Industrial Psychologist | 13/5 | 107,435 | .010 |  | $1,074.35 |
| Dep. Dir for Mgmt. Ops | 15/10 | $161,900 | .005 |  | $809.50 |
| Branch Chief | 14/8 | $138,160 | .003 |  | $414.48 |
| **Contractor Cost** |  |  |  |  | $2,963.75 |
|  |  |  |  |  |  |
| Travel |  |  |  |  | N/A |
| Other Cost |  |  |  |  | N/A |
|  |  |  |  |  |  |
| **Total** |  |  |  |  | **$5,262.08** |

**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?

DVR maintains a list of its Animal 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

1. Will interviewers or facilitators be used? [ ] Yes [√] No