

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

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**TITLE OF INFORMATION COLLECTION:**

DIS Immigration Conference Evaluation Survey

**PURPOSE:**

The NIH Office of Research Services (ORS) Division of International Services (DIS) conducts an annual evaluation survey of its Immigration Conference attendees. 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 attendee perceptions of specific aspects of the conference. Attendees are also asked to identify strengths and weaknesses of the conference. Finally, attendees are asked to identify sessions they would like to see included in future conferences. Results are compared to past survey data to gain insight into how our services are improving, or declining, over time.

**DESCRIPTION OF RESPONDENTS:**

Attendees include NIH employees and contractors in the following roles: Administrative Officers, Administrative Technicians, Laboratory/Branch Managers, Laboratory/Branch Secretaries, Office Managers, Program Analysts, Program Specialists, and Program Support staff.

**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: Candelario Zapata  
Director, Division of International Services  
Office of Research Services  
National Institutes of Health

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 ( <b>Federal Government Contractors</b> ) attending DIS Immigration Conference	50	1	5/60	4
<b>Totals</b>	<b>50</b>	<b>1</b>	<b>5/60</b>	<b>4</b>

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals ( <b>Federal Government Contractors</b> ) attending DIS Immigration Conference	4	\$54.06	\$225.25
<b>Totals</b>	<b>4</b>	<b>\$54.06</b>	<b>\$225.25</b>

\* <https://www.bls.gov/oes/current/oes113011.htm#st>

Rate for Administrative Managers under the multi-award Kelly Services Contract, which provides staffing services NIH wide. 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 \$2,140.58

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Industrial Psychologist	13/5	107,435	.005		\$537.18
DIS Policy Analyst	13/3	\$98,289	.004		\$393.16
<b>Contractor Oversight</b>					
DIS Operation Coordinator		\$65,000	.007		\$455.00
Software Support Engineer					\$530
<b>Contractor Cost (from table above - i.e. contractors responding to survey)</b>					\$225.25
Travel					N/A
Other Cost					N/A
<b>Total</b>					<b>\$2,140.58</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?

DIS maintains a list of conference attendees. These attendees 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

