

**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:

Medical Arts Branch (MAB) Services Survey

PURPOSE:

The NIH Office of Research Services (ORS) Medical Arts Branch (MAB) conducts an on-going survey of its Design, Medical Illustration, and Production services customers. The electronic survey is hosted by NIH behind its firewall using a software tool, (SPSS) purchased and maintained by UNICOM.

This satisfaction survey is targeted to customers who have recently used NIH MAB services. We are asking customers to rate their satisfaction by assessing the quality and timeliness of services provided by MAB in a web-based survey that will help us understand how we can meet and improve market demands. This survey asks a series of questions about the responsiveness of the MAB staff, the type of product procured, the cost and quality of products/services, and the timeliness of delivery. In addition, customers are asked to identify emerging technology that they would like to see MAB offer in the future. This will help us recognize strengths and weaknesses in the services and products MAB provides to establish future projections of how we can modify our operating procedures and tailor our product offerings to better serve the NIH community.

DESCRIPTION OF RESPONDENTS:

Customers include NIH employees and contractors who have recently used MAB services.

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.

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Chief, Medical Arts Branch
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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 Procurement Services	100	1	6/60	10
Totals		100		10

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals (Federal Government Contractors) using ORS Animal Procurement Services	6	\$30.00	\$300.00
Totals			\$300.00

*Cite source per bls.gov if applicable (provide url).

https://www.bls.gov/oes/current/naics3_622000.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is **\$1,542.61**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Industrial/Organizational Psychologist	13/6	\$110,595	.005		\$552.98
Chief - Medical Arts Branch	14/9	\$137,926	.005		\$689.63
Contractor Cost					\$300.00
Travel					N/A
Other Cost					N/A
Total					\$1,542.61

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 list of respondents include members of the NIH staff that have recently procured graphic design, production, or biomedical illustration services from the NIH Medical Arts Branch. An email list will be gleaned from Work Orders pulled from our project tracking software ScheduAll.

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