

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 ExpDate: 3/31/18)

TITLE OF INFORMATION COLLECTION:

OHR Website Customer Satisfaction Survey

PURPOSE:

The purpose of the OHR Website survey is to collect feedback on recent enhancements to the OHR website, including customer satisfaction, suggestions for improvement, and ease of use.

DESCRIPTION OF RESPONDENTS:

The target audience includes the following NIH groups:

- DICE focus group volunteers
- DICE UX testers
- OHR SMEs
- MAWG
- HR IC Liaisons
- IAMC
- EAMC
- HRAC members

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: Barbara Blau

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] 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 [X] 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
Federal Employees	50	1	5/60 hours	4 hours
Federal Government Contractors	50	1	5/60 hours	4 hours
Totals	100	1		8 hours

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Federal Employees	4 hours	\$23.65	\$94.60
Federal Contractor	4 hours	\$23.65	\$94.60
Totals	8 hours		\$189.20

Bls.gov Occupational Employment and Wages, May 2015, Silver Spring-Frederick-Rockville, MD Metropolitan Division http://www.bls.gov/oes/current/oes_43524.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is \$1,995.30.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Survey Team Member	GS 11/1	\$66,510	3%		\$1,995.30
Contractor Cost					
Travel					
Other Cost					

Total					\$1,995.30
--------------	--	--	--	--	-------------------

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 survey will be marketed through email groups (for group list see “Description of Respondents”), and NIH-specific newsletters including:

- HR System Spotlight
- OHR Blog
- OHR News
- Email

Survey participation is completely voluntary.

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