

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION:

Human Resources Classification and Recruitment Documents System (HR CARDS) Survey

PURPOSE:

The purpose of the HR CARDS survey is to collect feedback from customers (supervisors, Administrative Officers (AOs), HR Specialists) on the system and documents. This information will help the HR CARDS team identify areas for improvement and ensure a good customer experience.

DESCRIPTION OF RESPONDENTS:

The target audience is NIH supervisors, AOs, and HR Specialists who have contributed to an appointment and/or recruitment action in FY17.

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: [Sylvia Chen](#)

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
Staff	275	1	5/60	23
Totals	275			23

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Staff	23	\$25.13	\$577.99
Totals			\$577.99

*Bls.gov Occupational Employment and Wages, May 2016 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates Washington-Arlington-Alexandria, DC-VA-MD-WV, https://www.bls.gov/oes/current/oes_47900.htm

FEDERAL COST: The estimated annual cost to the Federal government is \$1,034.35.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Survey Team Member	GS 13/3	\$103,435	1%		\$1,034.35
Contractor Cost					
Travel					
Other Cost					
Total					\$1,034.35

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 sent out through an automated process once a retiree has contacted their HR Specialist with a benefits question.

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