

**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 Animal Services Needs Assessment

PURPOSE:

The Office of Research Services (ORS) Division of Veterinary Resources (DVR) was asked by the ORS Advisory Committee to identify creative ways to increase efficiencies while maintaining quality service. One of the ideas to address this challenge is to explore the viability of establishing a surgery shared resource within Building 14E. To that end, DVR developed an NIH-wide needs assessment survey to identify current animal surgery utilization, anticipated utilization, and potential impact of shared surgery resources on current services.

DESCRIPTION OF RESPONDENTS:

Respondents will include NIH Animal Program Directors (APDs) and their staff.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Customer Needs Assessment |

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: Dr. Charmaine Foltz
Chief, Division of Veterinary Resources
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 (Federal Government Contractors) responding to survey	10	1	6/60	1
Totals		10		1

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals (Federal Government Contractors) responding to survey	1	\$70.00	\$70.00
Totals		\$70.00	\$70.00

*Cite source per bls.gov if applicable (provide url). If using another method, please describe.

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 \$2,803

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Industrial Psychologist	13/6	\$113,132	.006		\$679
Health Scientist	15/10	\$161,900	.006		\$971
Veterinarian (Staff Scientist)	T42f	\$180,482	.006		\$1,083
Contractor Cost (from table above - i.e. contractors responding to survey)					\$70.00
Travel					N/A
Other Cost					N/A
Total					\$2,803

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?

NIH Animal Program Directors (APDs) and their staff.

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