

**Request for Approval under the
“Generic Clearance for the Collection of Routine Customer Feedback”
(OMB#: 0925-0642, Expiration Date: 05/31/2020)**

TITLE OF INFORMATION COLLECTION: Requirement Gather for Media at National Cancer Institute (NCI) at Frederick Contract

PURPOSE:

In order to develop the statement of work for the NCI at Frederick Federally Funded Research and Development Center (FFRDC) contract, it is necessary to gather input from the employees that make use of the various services. This survey will help develop the requirements for publication, editing, media (photography, video, etc.) and graphics services. The most efficient way to gather the needs of the employees at the NCI at Frederick is to develop and send out a survey that individuals can anonymously respond to.

DESCRIPTION OF RESPONDENTS:

The respondents of the survey are the employees of the NCI at Frederick, both federal and contract employees. Both the federal and contract staff use the services of the publications, media and graphics department, so it is important to get input from both sets of 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"/> Other: Customer Input/Use Survey |

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: Melissa Porter

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	3000	1	5/60	250
Totals	3000	3000		250

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals	250	\$46.19	\$11,548.00
Total			\$11,548.00

*Source of the mean Hourly Wage Rate is provided by the Bureau of Labor Statistics, Occupation title "Medical Scientists" 19-1040, https://www.bls.gov/oes/2017/May/oes_nat.htm#00-0000.

FEDERAL COST: The estimated annual cost to the Federal government is \$ **2,826.56**.

Staff	Grade/Step	Salary**	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Administrative Manager	14-8	\$141,328.00	2%		\$2,826.56
Contractor Cost					\$0
Travel					\$0
Other Cost					\$0
Total					\$2,826.56

**The salary in the table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/18Tables/html/DCB.aspx>

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

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

An email will be sent to all the NCI at Frederick staff via a listerv that includes all NCI at Frederick staff with the link to the survey (sample email is included). The email will be sent out a couple of times encouraging staff to give input via the survey.

Administration of the Instrument

How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.