

Request for Approval Under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3145-0215)

TITLE OF INFORMATION COLLECTION: Review of NSF INCLUDES Technical Assistance—Survey and Focus Groups

PURPOSE: The purpose of the evaluation team conducting (1) a brief survey of Design and Development Launch Pilot (launch pilot) personnel and (2) focus groups with launch pilot personnel and technical assistance (TA) team personnel as part of its review of the National Science Foundation (NSF) Inclusion Across the Nation of Communities of Learners of Underrepresented Discoverers in Engineering and Science (INCLUDES) TA is to improve implementation of the NSF INCLUDES program. Specifically, NSF would like to know how launch pilots participate in NSF INCLUDES TA and apply lessons learned during the initial stages of the program to the development of the next stages. The survey will ask questions about who participates in TA, how launch pilots learn about TA, what types of support launch pilots need from TA and the extent to which those needs are met, and how TA could be improved. The survey will also recruit launch pilot personnel to participate in focus groups about TA engagement. The focus groups will contribute to NSF’s understanding of the relationship between TA providers and recipients and will contribute valuable knowledge about TA practices that help to support program development and improvement.

DESCRIPTION OF RESPONDENTS: Survey respondents are Principal Investigators (PIs) who were awarded an NSF INCLUDES launch pilot and the lead evaluator for the launch pilot. If either of those personnel are unavailable, the PI may designate other project staff members who are knowledgeable about the launch pilot’s engagement with TA to participate in the survey.

Focus group respondents are launch pilot personnel who agree to speak with us further about their engagement with TA activities as part of NSF INCLUDES, as well as up to six members of the independent contractors who provide the TA to launch pilots.

TYPE OF COLLECTION: (Check one)

- | | |
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| <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 checked="" 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: Suzanne H. Plimpton, NSF Reports Clearance Officer

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals (Survey participants)	236	10 minutes*	39 hours
Individuals (Launch pilot TA team focus group participants)	12	30 minutes	6 hours
Individuals (Launch pilot focus group participants)	36	30 minutes	18 hours
Totals	274	3,800 minutes	63 hours

*Participation time includes recruitment time and response time.

FEDERAL COST: This will be incorporated into the plans for running the program.

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 a census of the 70 NSF INCLUDES launch pilots. A total of 70 PIs from lead institutions, 26 PIs from co-lead institutions, 70 evaluators, and 70 additional project members will receive requests to complete the survey. Therefore, a total of 236 individuals will receive requests to complete the survey. The target number of completed surveys is 189 (80 percent). Survey respondents will be recruited from cohort 1 and cohort 2 launch pilot personnel, including PIs of both lead and co-lead institutions, evaluators, and one additional project member to be selected based on their participation in NSF INCLUDES TA. If the project has had no additional project members who have participated in TA events, respondents will be randomly sampled from the project’s co-PIs. We will follow up by phone and email with those who do not respond.

Launch pilot focus group participants will be recruited from those launch pilots that completed the survey, with emphasis on individuals that are highly engaged in TA activities. Participants in the launch pilot TA team focus group will include members of the leadership team, content experts, affinity group liaisons, and communications and support team. Participants in the focus group will be determined in consultation with the TA team.

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: Focus groups may be conducted via Skype.

2. Will interviewers or facilitators be used? Yes No

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

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

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request (e.g., Comment card for soliciting feedback on xxxx).

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of Respondents.

Participation Time: Provide an estimate of the amount of time (in minutes) required for a respondent to participate (e.g., fill out a survey or participate in a focus group).

Burden: Provide the Annual burden hours: Multiply the Number of Respondents and the Participation Time then divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal Government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is Yes to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g., for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts with the request