

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

**TITLE OF INFORMATION COLLECTION:** 2019 NSF PI/SPO Customer Feedback Survey

**PURPOSE:**

The 2019 NSF PI/SPO Survey is a follow-up to the 2015 NSF Proposal Submission Modernization Survey which guided NSF's Proposal Submission Modernization (PSM) efforts. The 2019 PI/SPO Survey will survey PIs/Co-PIs and SPOs on Proposal Submission Modernization to solicit feedback to improve user experience and to decrease administrative burden.

**DESCRIPTION OF RESPONDENTS:**

The Research.gov Business Office will request voluntary feedback from NSF grant applicants (principal investigators/researchers) as well as Sponsored Project Office (SPO) administrative staff with recent experience reviewing and submitting NSF grant proposals. The survey will be sent to researchers who have submitted proposals between FY 2016 – FY 2018. The survey will also be sent to SPO staff who have experience submitting proposals between FY 2014 – FY 2018.

**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: 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, 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

## BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
NSF Principal Investigators	8,000	10 minutes	1,333 hours
Sponsored Projects Office (SPO) Staff	2,000	10 minutes	333 hours
<b>Totals</b>	<b>10,000</b>	10 minutes	<b>1,667 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is MINIMAL.

**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?

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### **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

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