

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB#: 0925-0648 ExpDate:03/2018)**

TITLE OF INFORMATION COLLECTION:

NIH Office of Intramural Training & Education (OITE) – Career Service Center Feedback

PURPOSE:

The OITE Career Service Center provides career development needs to the NIH trainees across all the Institutes and Centers. Trainees schedule individual appointments to discuss career topics, including but not limited to: formal self-assessment, career exploration, academic/industry career options, non-academic/non-industry career options, interpersonal communication skills, as well as skills, values, and interests. The OITE wishes to obtain feedback from the trainees receiving counseling from the Career Service Center to ensure the needs of the NIH trainees are being met.

DESCRIPTION OF RESPONDENTS:

The NIH/OITE will request feedback from participants representing the following NIH training programs:

- Summer Internship Program (SIP) – NIH Trainees Only
- Postbaccalaureate Training Program (PBT) – NIH trainees who participated in one of the following: Post-Bac IRTA/CRTA, NIH Academy, Technical IRTA, UGSP Payback Scholar, or were enrolled in a Master’s Degree program – NIH Trainees Only
- Graduate Partnerships Program (GPP) – NIH trainees who performed dissertation research towards a PhD, MD/PhD, DVM/PhD or equivalent postgraduate degree
- Postdoctorate Training Program (PDT) – NIH trainees already awarded an advanced degree, such as PhD, MD, DVM or equivalent who were classified as an IRTA/CRTA Visiting Fellow, Clinical Fellow, or Research Fellow
- Staff Scientists / Staff Clinicians

NIH trainees are individuals that receive support for career development from the NIH in one or more of the following areas: research support, stipend, health insurance, and/or tuition.

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.

- 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: Patricia Wagner, PhD (wagnerpa@od.nih.gov; 240-476-3619)

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- 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

The Hourly Wage Rate was estimated based on the NIH Trainee Stipend Tables and distribution of trainee type using the Career Service Center within the year 2015. Details about the NIH Trainee Stipend tables may be found at: <https://oma1.od.nih.gov/manualchapters/person/2300-320-7/>.

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individual (NIH Trainees)	300	1	3 / 60	15
Totals	300	1		15

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individual (NIH Trainees)	15	\$20.00	\$300.00
Totals	15		\$300.00

The NIH Federal Employee and Contractor Salaries were estimated based on the locality pay for the DC-MD-VA-WV-PA salary table:

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2016/DCB.pdf>.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Director, OPS	G14-S05	\$123,406.00	0.10%	~	\$124.00
Deputy Director, OITE	Title 42	\$165,000.00	0.10%	~	\$165.00
Contractor Cost					
~	~	~	~	~	~
Travel	~	~	~	~	~
Other Cost	~	~	~	~	~
Total Cost	~	~	~	~	\$289.00

*Cite source per bls.gov if applicable

FEDERAL COST: The estimated annual cost to the Federal government is \$289.00.

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 OITE will ask all trainees that have received counseling from the Career Service Center to complete the feedback form about their experience.

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