

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: NASA Collaboration Feedback

PURPOSE:

As NASA moves forward with commercialization of space, effective collaboration with external entities/partners is crucial to the success of NASA’s missions and programs. The NASA Collaboration Feedback survey will measure levels of current success and future improvement to the way NASA’s Johnson Space Center interacts with its external partners via IT and other computing/technology methods.

DESCRIPTION OF RESPONDENTS:

The targeted respondents are teams working with NASA’s Johnson Space Center but who do not have NASA equipment, networks, or internal NASA accounts. Typical teams are universities, international partners, commercial partners, and NASA contractors.

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: <u>Partner Collaboration Survey</u> |

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: Hung V. Luu

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
External Entities/Partners	150	20 minutes	50 hours
Totals	150		50 hours

FEDERAL COST: \$30/hour x 6 hours of results analysis = \$180

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?*

We are sending the survey to the points of contacts (POCs) of universities, internal partners, commercial partners, and NASA Contractors who are currently working with the Johnson Space Center. The POC information will be provided by JSC Contractor Officer Representatives.

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: We will be emailing a link to respondents
2. Will interviewers or facilitators be used? Yes No