

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3135-0130)**

TITLE OF INFORMATION COLLECTION:

National Endowment for the Arts (NEA) Applicant Survey

PURPOSE:

This information collection request is for an NEA Applicant Survey to solicit opinions and feedback from recent grant applicants regarding the guidance, assistance, and technological platforms provided by NEA during their most recent experience preparing and submitting an NEA grant application. Each year, the survey will be administered by the NEA to a random sampling of grant applicants after each of the agency’s principal grant deadlines. Results will be aggregated and shared within the agency on an annual basis to improve customer service.

Since 2012, the NEA has administered an NEA Applicant Survey to grant applicants after select grant deadlines to receive regular customer feedback. The NEA wishes to continue receiving this feedback through the survey.

DESCRIPTION OF RESPONDENTS:

The universe is a random sampling of applicants to up to five of the agency’s principal grant deadlines. Grant applicants include the following types of entities: nonprofit organizations, state governments, county governments, municipal governments, and tribal governments. The listing of grant applicants will be drawn from the primary contacts of submitted grant applications to each funding deadline.

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: Daniel Beattie

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [X] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
Individuals (survey)	750	5	60
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$0.

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?
[X] 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 NEA estimates a total annual distribution of 750 randomly selected grant applicants out of a universe of approximately 3,500 applicants. Distributions per administration will range from approximately 25 to 300 based upon the estimated number of applicants to each grant deadline. This represents a sample size per administration ranging from 20% for grant deadlines with larger numbers of applications to 50% for grant deadlines with smaller applicant pools.

The NEA will administer the NEA Applicant Survey, using SurveyMonkey, within two days of each of the agency’s principal grant deadlines (up to five grant deadlines). An email invitation and a follow-up reminder email will be sent to each potential respondent. Each survey will be open for respondents to complete for five business days. We estimate a response rate of approximately 50% based upon our experience with previous applicant surveys.

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