Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB No.: 0925-0648; Exp. Date: 05/31/2021)

TITLE OF INFORMATION COLLECTION: Division of Scientific Equipment and Instrumentation Services (DSEIS) Maintenance and Repair Services Survey

PURPOSE:

This satisfaction survey is targeted at federal employees and contractors who have recently used NIH DSEIS Maintenance services. We are asking the federal employees and contractors to rate their satisfaction by accessing the quality and timeliness of maintenance services provided by DSEIS in a web-based survey that will help us understand how we can meet and improve market demands. This survey asks a series of questions about the responsiveness of the DSEIS Maintenance staff, the type of maintenance requested, the cost and quality of services, and the timeliness of delivery. This will help us recognize strengths and weakness in the services DSEIS Maintenance provides to establish future projections of how we can modify our operating procedures and tailor our service offerings to better serve the NIH community.

DESCRIPTION OF RESPONDENTS:

The respondents are the NIH federal employees and their contractors who have had a recent transaction with the NIH Division of Scientific Equipment & Instrumentation Services (DSEIS) Maintenance and Repair Branch

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [ ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software)   [ ] Small Discussion Group
[ ] Focus Group   [x] Other: Feedback

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: _____

      Jerry L. Tyus
      Chief, Laboratory Equipment Maintenance & Repair Branch
      Division of Scientific Equipment & Instrumentation Services (DSEIS)
      Office of Research Services - ORS
      National Institutes of Health - NIH

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [ ] Yes [x] No
3. If Applicable, has a System or Records Notice 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

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Individuals (Federal Government Employees and Contractors)	300	1	5/60	25
Totals		**300**		**25**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals (Federal Government Employees and Contractors)	25	$30	$750
Totals		$30	$750

*https://www.bls.gov/oes/2017/May/naics4_622300.htm#00-0000

FEDERAL COST: The estimated annual cost to the Federal government is $517.18

Staff	Grade/Step	Salary**	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Branch Chief - DSEIS	GS13/3	$103,435	0.005		$517.18
Contractor Cost		N/A	N/A		
Travel					N/A
Other Cost					N/A
Total					$517.18

** https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/18Tables/html/DCB.aspx).

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 list of respondents includes members of the NIH staff that have recently requested maintenance (repair, calibration, preventative maintenance) from the NIH Division of Scientific Equipment & Instrumentation Services. An email list will be gleaned from Work Orders pulled from our maintenance tracking system Maximo.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [x] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail
        [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [x] No