

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB#: 0925-0648 Exp., Date: 05/2021)**

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**TITLE OF INFORMATION COLLECTION:**

FY2020 NIH Loan Repayment Programs Application Information Survey

**PURPOSE:**

The NIH Extramural Loan Repayment Programs (LRP) FY2020 application period occurred September 1<sup>st</sup> through November 15<sup>th</sup>, 2019. The Division of Loan Repayment (DLR) would like to survey those who submitted a full application regarding some of their experiences during the application process. The purpose of the currently proposed online survey, hosted on SurveyMonkey, is to collect information from LRP applicants about how clear application instructions, their sources for additional help, and any suggestions for improving information provision. The survey will be anonymous, and information garnered from the survey will remain internal to DLR and be used solely to make improvements to our information and messaging efforts that support the LRP.

**DESCRIPTION OF RESPONDENTS:**

Based on a similar survey conducted in FY2013, it is anticipated that this year’s respondents will be approximately 80, extramural, doctoral-level researchers who applied to the LRP during the FY2020 application cycle.

**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: Jill I. Mattia, Ph.D.

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

**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	80	1	5/60	7
<b>Totals</b>		80		7

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	7	\$66	\$462
<b>Totals</b>			\$462

Source is the Chronicle of Higher Education (hyperlink - <http://data.chronicle.com/category/sector/1/faculty-salaries/>)

The mean annual salary for an assistant professor is \$71,130, and the mean hourly wage is \$66.

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,350.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Scientific Prog Eval Spec	14-3	\$135,000	1		\$1,350
<b>Contractor Cost</b>					
Travel					
Other Cost					
<b>Total</b>					\$1,350

**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?

Potential respondents will be all individuals who applied to for a FY2020 LRP award. A convenience subset of n=500 will be sent an email inviting their survey participation, and a link to the survey hosted by SurveyMonkey will be included. Based on the last, similar survey, in FY2013, DLR anticipates the number of survey respondents to be approximately 80.

**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.**