

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

TITLE OF INFORMATION COLLECTION: ICARE Dialogues Customer feedback pre- and post-session surveys

PURPOSE:

The ICARE Project is a collaborative project of the US Government agencies that use animals, led by OLAW. PHS Assured institutions utilize ICARE training for their employees to facilitate effective functioning and decision-making of US Institutional Care and Use Committees (IACUCs) and their institutions to improve animal welfare and increase compliance with federal standards while minimizing regulatory burden

ICARE Dialogues comprise a series of 8 virtual discussions limited to 25 attendees. The goal is to discuss issues relevant to the animal welfare community and collaboratively address compliance challenges. There is no cost to attendees. Topics of the dialogues include:

- Integrating Pandemic Restrictions into Policies and Programs
- Managing Teams Across Multiple Locations
- Impact of Diversity, Inclusivity, and Race Relations on ACUPs and Personnel
- Using Flexibility Provided in the PHS Policy and AWAR
- Optimizing Animal Welfare During the Pandemic Crisis

To better tailor the approaches and materials to the participants, the following information will be collected:

1. A two part survey (pre- and post-session portions) on program content/delivery and effectiveness using the Qualtrics web-based platform. As the program progresses, this will enable quality assessment and improvement on this educational training. Screenshots and questions are included in supporting documents entitled:
Supporting document Survey part 1_pre-session survey and
Supporting document Survey part 2_post-session survey.

DESCRIPTION OF RESPONDENTS:

The surveys will be given to all attendees of the ICARE Dialogues program. Attendees are members of the animal welfare communities and comprise members of academic, corporate, not-for-profit, and government research institutions.

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: Web Polling |

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.

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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, 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 [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 and Households)	200	2	5/60	33
Totals	200	400		33

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals and households	33	\$47.49	\$1567
Totals	33		\$1567

* [Occupational Employment and Wages, May 2019 19-1042 Medical Scientists, Except Epidemiologists](#)

FEDERAL COST: The estimated annual cost to the Federal government is \$1,389

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Animal Welfare Program Specialist	14/5	\$138,866	1%		\$1389
Contractor Cost					
Travel					
Other Cost					
Total					\$1389

*the Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2021/DCB.pdf>

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

- 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?
The surveys will be given to all attendees of the ICARE Dialogues program.
[] Yes [X] 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?

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other
- Will interviewers or facilitators be used? [] Yes [X] No

Please make sure that all instruments, instructions, and scripts are submitted with the request.