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- 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. More information may be found at: https://olaw.nih.gov/education/icare-interagency#:~:text=The%20Interagency%20Collaborative%20Animal%20Research,require%20the%20application%20of%20high%2D

ICARE Dialogues comprise a series of 3 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. Registration Part 1: information is collected through a third-party contractor website, Event Source Professionals, Inc. (ESP). This information is necessary to ensure the appropriate stakeholders register, and for processing registration and communicating session information to participants. See separate registration clearance application under OMB#: 0925-0740 Exp Date: 07/2022.
2. Registration Part 2: demographic data using the Qualtrics web-based platform to plan for future ICARE offerings based on such information as level of experience, role in Animal Care and Use Committees, etc. Links to the survey platform will be emailed to participants. Numbers in these categories will determine if future offerings should be tailored as introductory, intermediate, or advanced. Gender, race and ethnicity data is also collected to ensure an inclusive and appropriately tailored ICARE program. See separate registration clearance application under OMB#: 0925-0740 Exp Date: 07/2022.
3. Pre- and post-session surveys 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.

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)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <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: Nicolette Petervary : 301-496-3133, nicolette.petervary@nih.gov

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
Pre-survey (Individuals and Households)	75	1	3/60	4
Post-survey (Individuals and Households)	75	1	3/60	4
Totals		**150**		**8**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals and households	8	$47.49	$380
Totals	**8**		**$380**

***Bls.gov Occupational Employment and Wages, May 2018
https://www.bls.gov/oes/2018/may/oes_nat.htm#19-0000

FEDERAL COST: The estimated annual cost to the Federal government is $1,406.32

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Animal Welfare Program Specialist	13/9	$130, 043	1%		$1300
Contractor Cost					
Travel					
Other Cost					
Total					**$1,300**

*the Salary in table above is cited from https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/ 2018/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
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?
    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
1. How will you collect the information? (Check all that apply)

[X] Web-based or other forms of Social Media

Pre- and post-session surveys on program content/delivery and effectiveness will be conducted using a web-based platform. Email will be used to provide the appropriate web link to participants for the pre- and post-session surveys, for which the web-based Qualitrics Survey Software Platform/Database will be used (https://www.qualtrics.com/). See screen shots in attached document.
 As the program progresses, this will enable quality assessment and improvement on this educational training. Screenshots and questions are included in supporting documents .
[ ] Telephone
[ ] In-person
[ ] Mail
[ ] Other

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

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