

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp., date: 03/2018)

TITLE OF INFORMATION COLLECTION:

Workflow information Tracking System (WiTS) Focus Groups

PURPOSE:

Collect survey information in support of improvement efforts for the Workflow information Tracking System (WiTS) project.

DESCRIPTION OF RESPONDENTS:

A cross-section of government employees from various segments of the NIH’s Office of Human Resources.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☒ Focus Group

☐ Customer Satisfaction Survey
☐ Small Discussion Group
☐ 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: Kimberly Rivera

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
Federal Employees	28	1	90/60	42
Totals	28	28		42

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Federal Employees	42	\$36.12	\$1,517.04
Totals			\$1,517.04

*Cite source per bls.gov if applicable

Hourly pay rate is based on an average hourly salary for GS 11 step 5

FEDERAL COST: The estimated annual cost to the Federal government is \$2,694

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Project Lead	12/1	\$79,720	2%		\$1,594
Focus Group Liaison	N/A	N/A	N/A		\$0
Moderator	9/1	\$54,972	1%		\$550
Asst. Moderator	9/1	\$54,972	1%		\$550
Contractor Cost					
Travel					
Other Cost					
Total					\$2,694

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?

Requesting volunteers from the OHR Divisions, consisting of HR specialists representing various OHR segments and functions. Selections for focus group sessions is based on the availability of the volunteers for given dates and times.

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.