Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB#: 0925-0648 ExpDate: 3/31/18)

TITLE OF INFORMATION COLLECTION:
Office of Human Resources (OHR) Training Survey

PURPOSE: To assess satisfaction of training participants. The survey collects information on the following:

- Course specific level of understanding (post training)
- Instructor effectiveness
- Training material effectiveness
- Equipment functionality
- Overall satisfaction
- Most/least useful parts of the training
- Training length and pace satisfaction
- Areas of improvement
- Preferred training method

The survey also offers the respondent an opportunity to provide additional comments or suggestions related to items not mentioned above.

DESCRIPTION OF RESPONDENTS: The respondents are those that complete HR Training via Web or Face to Face. Respondents primarily work in the Office of Human Resources (OHR) at NIH. However, there are some respondents from other institutes throughout NIH. The respondent pool is primarily Federal employees; however, occasionally contract staff will participate as well.

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:_____

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: Lillian Thomas

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

BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in hours)	Total Burden Hours
Federal Government Contractors	40	1	6/60 hours	4 hours
Totals	**40**	**1**	**6/60 hours**	**4 hours**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost	
Federal Government Contractors	4 hours	$31.85	$127.40	
Totals			**$127.40**	

*Cite source per bls.gov if applicable
Bls.gov Occupational Employment and Wages, May 2014, 13-1071 Human Resources Specialists http://www.bls.gov/oes/current/oes131071.htm#st

FEDERAL COST: The estimated annual cost to the Federal government is **$9,292**

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight	GS 14/2	110,902	2.5%		$2,773
	GS 11/2	65,194	10%		$6,519
Contractor Cost					
Travel					
Other Cost					

Total					**$9,292**

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?

<div align="right">[ ] Yes [X] No</div>

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?

All training attendees are provided with the survey.

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