

**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:

Office of Dietary Supplements’ Customer Feedback Assessment for ODS Scholars Awardees and Administrative Supplement Grantees

PURPOSE:

The Office of Dietary Supplements (ODS) supports research on dietary supplements in collaboration with many NIH institutes, centers, and offices. The ODS Grants Program utilizes three main funding approaches to build its research investment portfolio: 1) co-funding new extramural grant applications received by NIH Institutes and Centers (ICs), 2) co-funding existing extramural IC grants through Administrative Supplements that add new specific aims to actively funded research, and 3) funding NIH intramural early career scientists to conduct new research projects through the ODS Scholars Program. ODS does not control what kinds of research applications are received for consideration, but applications for Administrative Funding and the ODS Scholars are responding to ODS-developed funding opportunity announcements.

ODS plans to formally and systematically assess customer satisfaction from awardees of its Grants Program with respect to the funding processes. This includes evaluating how ODS communicates with grantees and IC program officials, assessing if there are perceived barriers to applying for or processing ODS Administrative Supplements, identifying underutilized or new funding/outreach approaches, and determining if new processes are needed to monitor ODS-funded research progress and outcomes.

DESCRIPTION OF RESPONDENTS:

Respondents for this effort will include those who have received ODS Scholar awards and Administrative Supplement grants since the programs each began. ODS Scholars are NIH postdoctoral trainees in the intramural research program and Administrative Supplement grantees are extramural researchers with an existing NIH grant from one of the ICs. Since each program began there have been 22 ODS Scholars and 100 Administrative Supplement grantees.

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: Adam Kuszak

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 [X] No
3. If Applicable, has a System or Records Notice been published? [] Yes [X] 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
ODS Scholars Awardees	22	1	15/60	6
ODS Administrative Supplement Grantees	100	1	20/60	33
Totals	122	122		39

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
ODS Scholars Awardees	6	\$23.91	\$143.46
ODS Administrative Supplement Grantees	33	\$50.68	\$1672.44
Totals	39		\$1815.90

*19-0000; [Life, Physical, and Social Science Occupations](https://www.bls.gov/oes/current/oes191021.htm); <https://www.bls.gov/oes/current/oes191021.htm>

FEDERAL COST: The estimated annual cost to the Federal government is \$49,700

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Health Science Administrator	14-2	\$112,000	10%		\$11,200
Contractor Cost					
Evaluation Consultant		\$175/hr.	220 hours	0	\$38,500
Travel					0
Other Cost					0
Total					\$49,700

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?

The universe of potential respondents is defined as all 22 ODS Scholars and all 100 Administrative Supplement grantees. All will be included in the feedback study.

All ODS Scholar program awardees and Administrative Supplement grantees will be sent an introductory email about the feedback survey requesting that they use internet link included in the email to access and complete the survey. One reminder email will be sent to all potential respondents two weeks after the first email is sent.

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

The following introductory email and survey will be used for data collection. The survey will be an electronic survey (hosted on the Survey Monkey platform) and require no intervention from an interviewer or facilitator. Once the survey acceptance period is concluded, data will be extracted without any personal identifiers for analysis.