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:

The NIH Extramural Loan Repayment Programs: Online Customer Service Survey About the Application Technical Assistance Webinar

PURPOSE:

The NIH Extramural Loan Repayment Programs (LRP) FY2020 application period began on September 1st, 2019. The NIH Division of Loan Repayment (DLR) will be conducting an Application Technical Assistance Webinar during the fourth week of September to review information regarding the LRP online application system and the various materials required to support an application. The purpose of the currently proposed online survey, hosted on SurveyMonkey, is to collect feedback from participants about the structure, topic choice, and general helpfulness of the webinar. The survey will be anonymous, and information garnered from the survey will remain internal to DLR and be used solely to make improvements to the webinar for the following year.

DESCRIPTION OF RESPONDENTS:

Based on last year's survey participants, it is anticipated that this year's respondents will be approximately 40, extramural, doctoral-level researchers who are interested in applying to the NIH LRP.

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: Jill I. Mattia, Ph.D.

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	40	1	4/60	3
Totals		40		**3**

Category of Respondent	Total Burden Hours	Wage Rate*	Total Burden Cost
Individuals	3	$66	$198
Totals			$198

Source is the Chronicle of Higher Education (hyperlink - http://data.chronicle.com/category/sector/1/faculty-salaries/)
The mean annual salary for an assistant professor is $71,130, and the mean hourly wage is $66.

FEDERAL COST: The estimated annual cost to the Federal government is $1,180.

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Scientific Prog Eval Spec	14-3	$118,000	1		$1,180
Contractor Cost					
Travel					
Other Cost					
Total					$1,180

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?

> Potential respondents will be all individuals who attend the NIH LRP Application Technical Assistance Webinar in September, 2019. All individuals who sign up to attend the NIH LRP Application Technical Assistance Webinar will be sent an email after the webinar with the link to the survey hosted by SurveyMonkey. Based on last year's survey response, DLR anticipates the number of survey respondents will be approximately 40.

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

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