

**Request for Approval under the “Generic Clearance for NIH Citizen
Science and Crowdsourcing Projects”**

(OMB#: 0925-0766 Exp., date: 04/2023)

TITLE OF INFORMATION COLLECTION: OAM Customer Service Survey (NEI)

PURPOSE:

Collect feedback from National Eye Institute (NEI) staff and contractors on various services provided by NEI’s Office of Administrative Management (OAM). Use results as a baseline for future evaluations and to shape current recommendations for internal practices.

DESCRIPTION OF RESPONDENTS:

NEI staff (FTE and non-FTE) and contractors

TYPE OF COLLECTION: (Check one)

Data Catalogue

Recommendations of scientific reviewers

Call for Nominations

Repository of Tools and Best Practices

Resources

Other: Program Evaluation

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. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
5. 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: Trevor Peterson

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 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	285	1	10/60	48
Totals		285		48

COST TO RESPONDENT

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Private Sector	48	\$39	\$1872
Totals			\$1872

<https://www.bls.gov/oes/current/oes190000.htm>

FEDERAL COST: The estimated annual cost to the Federal government is _\$800_

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Management Analyst	14/9	\$159,894	0.5%		\$800
Contractor Cost					
Travel					
Other Cost					
Total					\$800

*the Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2022/general-schedule/>

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?

All NEI Staff—access will be by active directory account, limited to one response per user. Survey will be marketed to all staff, but voluntary participation.

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.