

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648 Exp., date: 06/30/2024)**

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**TITLE OF INFORMATION COLLECTION:**

Office of Research Infrastructure Programs (ORIP) Website User Information Survey

**PURPOSE:**

The purpose this ORIP website user information survey is to obtain feedback to better understand the website users and their reasons for accessing the ORIP website. The survey will collect users’ self-identified title or position (e.g., researcher/principal investigator, graduate student, data scientist, veterinarian), frequency of accessing the ORIP website, and reason for accessing the website. The results of this survey will allow us to better understand who is coming to the ORIP website so that we can better tailor it to their information needs as we begin to explore a website redesign.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be users of the ORIP public website.

**TYPE OF COLLECTION:** (Check one)

- |   |   |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form         | <input 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 checked="" type="checkbox"/> Other: <u>Website User Information Survey</u> |

**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: Desiree von Kollmar

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 or households	1,000	1	2/60	33
Private sector	500	1	2/60	17
Federal government	400	1	2/60	13
<b>Totals</b>		<b>1900</b>		<b>63</b>

**COST TO RESPONDENT**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individuals or households	33	\$27.07	\$893.31
Private sector	17	\$27.07	\$460.19
Federal government	13	\$27.07	\$351.91
<b>Totals</b>			<b>\$1,705.41</b>

\*BLS March 2020 National Occupational Employment and Wage Estimates, United States  
[https://www.bls.gov/oes/current/oes\\_nat.htm#00-0000](https://www.bls.gov/oes/current/oes_nat.htm#00-0000)

**FEDERAL COST:** The estimated annual cost to the Federal government is     \$20,430    

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Health Scientist (COR of Contract)	14/6	\$142,950	1%		\$1,430
<b>Contractor Cost</b>					
Web developer/data analyst		\$100,000	9%		\$9,000
Survey platform (CFI Group)		Flat Cost			\$10,000
<b>Total</b>					<b>\$20,430</b>

\*The Salary in table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2020/DCB.pdf>

**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?

Respondents will be users accessing the ORIP website who click on the popup survey upon arrival and complete the questions.

**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.**