

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

**TITLE OF INFORMATION COLLECTION:** ORIP P40 Resource Center User Survey

**PURPOSE:**

The purpose of the ORIP Resource Center User Survey is to obtain feedback to help operations of the P40-supported Rat Resource and Research Center, Vervet Research Colony, and National Natural Toxins Research Center, as well as opportunities for their further development and enhancement. The survey is part of an effort to assess current offerings and help the NIH to better understand whether resources are effectively providing what is needed for the research community. The survey will collect users’ self-identified role (e.g., principal investigator, researcher, veterinarian), type of institution of employment, funding organizations, and area(s) of biomedical research and ask questions about their satisfaction with the Resource Center’s resources, services, and processes.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be users of the Rat Resource and Research Center, Vervet Research Colony, and National Natural Toxins Research Center between the years 2017 and 2022.

**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: 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
Individual or households	40	1	7/60	5
<b>Totals</b>		<b>40</b>		<b>5</b>

**COST TO RESPONDENT**

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individual or households	5	\$28.01	\$140.05
<b>Totals</b>			<b>\$140.05</b>

\*BLS March 2021 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 \$9,114

Staff	Grade/Step	Salary*	% of Effort	Fringe (if applicable)	Total Cost to Gov't
<b>Federal Oversight</b>					
Health Scientist (COR of contract)	15/1	\$155,700	1%		\$1,557
<b>Contractor Cost</b>					
Web developer		\$60,000	1%		\$600
Data analyst		\$60,000	2%		\$1,200
Project manager		\$60,000	2%		\$1,200
<b>Total</b>					<b>\$9,114</b>

\*The salary in the 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?*

The universe of potential respondents are the customers of the three Resource Centers being assessed between the years 2017 and 2022—Rat Resource and Research Center (~240 users), Vervet Research Colony (~50 users), and National Natural Toxins Research Center (~310 users). Respondents will be those individuals who elect to complete the survey (estimated at ~20%).

**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