

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: NASA SBIR/STTR Request for Information/Customer Experience Survey

PURPOSE: NASA SBIR/STTR is looking to understand Small Business experience with the 2022 SBIR/STTR solicitation in terms of how easy the solicitation was to understand and submit proposals. By understanding the experience of Small Businesses as they reviewed the solicitation, NASA will be better able to tailor and deliver future solicitations to the Small Business community to encourage more proposals that have a greater chance of being funded. The quantitative feedback from this survey will be disseminated across NASA so that all relevant parties understand how small businesses experienced the solicitation. In doing so, NASA will be able to measure the experience of this solicitation and use it as an experience benchmark for future solicitations. Currently, this survey is the only mechanism in which NASA can get this information from the small business community.

DESCRIPTION OF RESPONDENTS: Representatives of small businesses across the United States.

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: Cale Rubenstein

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Small businesses	200	5 minutes	16.67 hours
Totals			

FEDERAL COST: \$600 – survey software is already paid for, work to create and analyze the survey is part of job responsibilities of Management and Program Analyst.

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 [X] 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?

Will be available on sbir.nasa.gov and on relevant social medias sites. Additionally will be sent in newsletters for users who have opted into NASA newsletter emails.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - [X] Web-based
 - [] Telephone
 - [] In-person
 - [] Mail
 - [] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No