

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

TITLE OF INFORMATION COLLECTION: NOAA Financial Award Applicant Customer Experience & Satisfaction Survey

PURPOSE: The purpose of this survey is to gather applicant feedback about the NOAA’s financial award proposal submission and application process associated with funding competitions. Each year, NOAA hosts funding competitions encouraging the submission of research proposals that aim to conduct and transition environmental research. NOAA staff continually strive to streamline the proposal submission process for its funding competitions. However, without feedback on how applicants currently interpret, understand, and view NOAA’s funding competitions, it is difficult to make informed decisions on how to refine the submission and application process for future competitions. Therefore, this survey will be conducted on a yearly basis to obtain critical stakeholder feedback with the hope of continuing to improve NOAA’s proposal submission and application process.

DESCRIPTION OF RESPONDENTS: Respondents will be from various sectors, including state, local, tribal, and territory governments, institutions of higher education, nonprofit organizations, or commercial (for-profit) organizations.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ 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 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: Adrienne Thomas

To assist review, please provide answers to the following questions:

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 ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector	1750	15 min	375
Individuals / Households	100	15 min	25
State, Local, Tribal Governments	250	15 min	63
Totals	2100		525

FEDERAL COST: The estimated annual cost to the Federal government is _\$3,392_____
Cost was calculated for a ZA-3 using the Rest of U.S. locality pay at 2% effort.

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? [X] Yes [] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

The survey will be sent to successful, unsuccessful, and incomplete grant applicants. After applicants submit a proposal to a funding opportunity, all applicants will be emailed a week after submitting their full proposal and asked whether they would be willing to voluntarily participate in a survey about the proposal submission and application process.

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

Required Additional Information

1. Line of Business: Economic Development
2. Subfunction: Business & Industry Development
3. Privacy Act System of Records: N/A
4. Federal Registration citation information: N/A
5. Number of respondents for small entities: 0
6. Percentage of respondents reporting electronically: 100

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.

Every instrument must have the following displayed – OMB Control No. 0690-0030 and Expiration Date: 07/31/2026