



BILLING CODE 4140-01-P

DEPARTMENT OF HEALTH AND HUMAN SERVICES

National Institutes of Health

Proposed Collection; 60-day Comment Request:

Clearance for Surveys of Customers and Partners of the Office of Extramural Research of the National Institutes of Health

**SUMMARY:** In compliance with the requirement of Section 3506(c) (2) (A) of the Paperwork Reduction Act of 1995, for opportunity for public comment on proposed data collection projects, the Office of Extramural Research (OER), the National Institutes of Health (NIH) will publish periodic summaries of proposed projects to be submitted to the Office of Management and Budget (OMB) for review and approval.

Written comments and/or suggestions from the public and affected agencies are invited on one or more of the following points: (1) Whether the proposed collection of information is necessary for the proper performance of the function of the agency, including whether the information will have practical utility; (2) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

To submit comments in writing, request more information on the proposed

project, or to obtain a copy of the data collection plans and instruments, contact Dr. Sherry Mills, Director, Office of Extramural Programs, OER, NIH, 6705 Rockledge Drive, Suite 350, Bethesda, MD 20892, or call non-toll-free number (301) 435-2729, or E-mail your request, including your address to: [OEPMailbox@mail.nih.gov](mailto:OEPMailbox@mail.nih.gov) .

Comments regarding this information collection are best assured of having their full effect if received within 60-days of the date of this publication.

PROPOSED COLLECTION: Generic Clearance for Surveys of Customers and Partners of the Office of Extramural Research of the National Institutes of Health – Extension - 0925-0627 – Office of the Director (OD), Office of Extramural Research (OER), Office of Extramural Programs (OEP), National Institutes of Health (NIH).

Need and Use of Information Collection: OER develops, coordinates the implementation of, and evaluates NIH-wide policies and procedures for the award of extramural funds. To move forward with our initiatives to ensure success in accomplishing the NIH mission, input from partners and customers is essential. Quality management principles have been integrated into OER's culture and these surveys will provide customer satisfaction input on various elements of OER's business processes. The approximately 14 (10 quantitative and 4 qualitative) customer satisfaction surveys that will be conducted under this generic clearance will gather and measure customer and partner satisfaction with OER processes and operations. The data collected from these surveys will provide the feedback to track and gauge satisfaction with NIH's statutorily

mandated operations and processes. OER/OD/NIH will present data and outcomes from these surveys to inform the NIH staff, officers, leadership, advisory committees, and other decision-making bodies as appropriate. Based on feedback from these stakeholders, OER/OD/NIH will formulate improvement plans and take action when necessary.

OMB approval is requested for 3 years. There are no costs to respondents other than their time. The total estimated annualized burden hours are 2,485.

### Estimated Annualized Burden Hours

#### QUANTITATIVE SURVEY

Type of Respondent	Number of Respondents	Number of Responses per Respondent	Average Burden Per Response ( in hours)	Total Annual Burden Hour
Science professionals, applicants, reviewers, Institutional Officials	3,820	1	15/60	955
Adult Science Trainees	2,000	1	15/60	500
General Public	4,000	1	15/60	1,000

## QUALITATIVE SURVEY

Type of Respondent	Number of Respondents	Number of Responses per Respondent	Average Burden Per Response (in hours)	Total Annual Burden Hour
Science professionals, applicants, reviewers, Institutional Officials	12	1	1	12
Adult Science Trainees	6	1	1	6
General Public	12	1	1	12

Dated: November 13, 2013

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Seleda Perryman

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Office of Policy for Extramural Research Administration

National Institutes of Health

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