



National Science Foundation

Agency Information Collection Activities: Proposed Collection; Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

AGENCY: National Science Foundation

ACTION: 30-Day notice of submission of information collection approval from the Office of Management and Budget and request for comments.

SUMMARY: As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, the National Science Foundation has submitted a Generic Information Collection Request (Generic ICR): "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" to OMB for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 et. seq.).

DATES: Comments must be submitted [INSERT DATE 30 DAYS AFTER PUBLICATION IN THE FEDERAL REGISTER].

ADDRESSES: Written comments may be submitted to the Office of Information and Regulatory Affairs of OMB, Attention: Desk Officer for National Science Foundation, 725 - 17th Street, N.W. Room 10235, Washington, D.C. 20503, and to

Suzanne H. Plimpton, Reports Clearance Officer,
National Science Foundation, 4201 Wilson Boulevard,
Suite 1265, Arlington, Virginia 22230 or send email to
splimpto@nsf.gov. Individuals who use a
telecommunications device for the deaf (TDD) may call the
Federal Information Relay Service (FIRS) at 1-800-877-8339,
which is accessible 24 hours a day, 7 days a week, 365 days
a year (including federal holidays).

FOR FURTHER INFORMATION CONTACT: To request additional
information, please contact Suzanne H. Plimpton, Reports
Clearance Officer, National Science Foundation, 4201
Wilson Boulevard, Suite 1265, Arlington, Virginia 22230
or send email to splimpto@nsf.gov.

SUPPLEMENTARY INFORMATION:

Title: Generic Clearance for the Collection of Qualitative
Feedback on Agency Service Delivery

Abstract: The information collection activity will garner
qualitative customer and stakeholder feedback in an
efficient, timely manner, in accordance with the
Administration's commitment to improving service delivery.
By qualitative feedback we mean information that provides
useful insights on perceptions and opinions, but are not
statistical surveys that yield quantitative results that
can be generalized to the population of study. This

feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias,

the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

The Agency received no comments in response to the 60-day notice published in the Federal Register of December 18, 2013 (78 FR 76661).

Below we provide the National Science Foundation's projected average estimates for the next three years:

Current Actions: New collection of information.

Type of Review: New Collection

Affected Public: Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

Average Expected Annual Number of activities: 15.

Respondents: 500 per activity.

Annual responses: 7,500.

Frequency of Response: Once per request

Average minutes per response: 30.

Burden hours: 3,750.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless

it displays a currently valid Office of Management and Budget control number.

Dated: February 19, 2014

Suzanne H. Plimpton,
Reports Clearance Officer,
National Science Foundation.

[FR Doc. 2014-03876 Filed 02/24/2014 at 8:45 am;
Publication Date: 02/25/2014]