

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3135-0130)**

TITLE OF INFORMATION COLLECTION:

National Endowment for the Arts (NEA) “Research Labs Needs Assessment”

PURPOSE:

Since 2010, the National Endowment for the Arts' research grants portfolio has focused on generating new knowledge about the value and impact of the arts. This information collection request is for an NEA Research Lab Technical Assistance Services (TA) Needs Assessment Survey designed to solicit opinions and feedback from current NEA Research Lab Principal Investigators/Project Directors. Manhattan Strategy Group (MSG) (NEA's contractor) will utilize findings from the survey to identify Lab needs and inform recommendations for TA solutions. The Needs Assessment will be an online survey and include questions related to how helpful technical assistance would be on a range of topics (e.g., grants management, partnerships, communication and dissemination, research and evaluation). MSG will analyze results across Labs and will share aggregated findings with NEA to improve customer service. MSG will ensure that respondent responses will remain confidential and will not disseminate any findings to the public. Labs indicating a need for one-on-one technical assistance will be asked if their response can be provided to NEA, which may inform future TA offerings, including one-on-one technical assistance. NEA will only receive this information if the Lab has granted permission.

Participation in the Needs Assessment Survey is voluntary; and confidentiality and privacy will be protected and maintained. Compensation will not be offered to anyone participating in the survey, and participants have the option to not answer any question.

DESCRIPTION OF RESPONDENTS:

Each Research Lab Principal Investigator/Project Director will be invited to participate in the Needs Assessment Survey. There are twenty-eight active labs for fiscal year 2023. It is anticipated that at least twenty-one Labs will respond and participate in the needs assessment.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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: Melissa Menzer

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 ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
Individuals (survey)	28	20	9.33
Totals	28	20	9.33

FEDERAL COST: The estimated annual cost to the Federal government is
\$15,500

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 NEA will provide the contractor, Manhattan Strategy Group (MSG) a list of active NEA Research Labs and the point of contact for each Lab, which is typically the Principal Investigator or Project Director. MSG will invite the Principal Investigator/Project Director of each active NEA Research Labs to participate in the virtual Needs Assessment survey, using an online

platform, such as SurveyMonkey. MSG will send an email invitation and two follow-up reminder emails to each potential NEA Research Lab respondent. NEA will send one final reminder email to any respondent who has not completed the survey. The survey will be open for respondents to complete for approximately 10-14 days.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.