

**SUBMISSION OF INFORMATION COLLECTION**  
**UNDER GENERIC CLEARANCES**

**DATE OF REQUEST:** January 23, 2009

**SUB AGENCY (I/C):** NIH/NIAID/Division of AIDS

**TITLE:** Self-Administered Customer Satisfaction Surveys of Meetings and Conference Sessions

**GENERIC CLEARANCE UNDER OMB#** 0925-0585-03 **EXP. DATE:** 02/28/2011

**ABSTRACT:**

The National Institute of Allergy and Infectious Diseases (NIAID) supports basic and applied research to prevent, diagnose, and treat infectious and immune-mediated illnesses, including illness from human immunodeficiency virus/acquired immunodeficiency syndrome (HIV/AIDS). This research will focus on the NIAID HIV Vaccine Research Education Initiative (NHVREI) partners and stakeholders that attend NHVREI meetings and/or conference sessions. Partners and stakeholders are gatekeepers of information who help to shape public perceptions of HIV vaccine research. NIAID plans to gather customer satisfaction information for its meetings and conference session presentations through a series of customer satisfaction surveys (CSS) with partners and stakeholders. The series of surveys will include 805 survey respondents per year, for a total of 1610 respondents over two years. The purpose of this formative research is to determine the usefulness of NHVREI meetings and/or conference sessions and identify suggestions for refining content of future activities. These surveys will allow NIAID to better meet the needs of partners and stakeholders.

**TOTAL ANNUAL BURDEN APPROVED:** 3689.0 hours

**BURDEN USED TO DATE:** 20 hours

**BURDEN THIS REQUEST:** 322.0 hours

**IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?**

       YES   X   NO        N/A

**OBLIGATION TO RESPOND:**

  X   VOLUNTARY

       REQUIRED TO OBTAIN OR RETAIN BENEFITS

       MANDATORY

**HOW WILL THIS SURVEY BE OFFERED?**

       WEB SITE

       TELEPHONE INTERVIEW

       MAIL RESPONSE

       IN PERSON INTERVIEW

  X   OTHER: SELF-ADMINISTERED SURVEY

**CONTACT INFORMATION:**

NAME: Elyse Levine

TELEPHONE NUMBER: 202-884-8913

EMAIL ADDRESS: elevine@aed.org