

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Emergency Management-101 (EM-101):
Overview of the Four Phases of Emergency Management for Schools: Participant Satisfaction
Survey

SURVEY **FOCUS GROUP** **SOFTWARE USABILITY TESTING**

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:**

OSDFS will be offering a series of 4-hour trainings on the four phases of emergency management. The trainings will be called “EM-101” and will take place at various venues across the country (up to 20 trainings per contract year). A one page customer satisfaction survey has been developed to help OSDFS assess the effectiveness of the training and determine areas for future improvement.

2. **Need for the collection:**

The collection is needed to ensure that we are providing efficient, effective, and meaningful training to ED’s clients.

3. **Planned use of the data:**

We will use the data from the survey to further modify, revise, and refine our new 4-hour EM-101 training in order to make it as useful as possible for ED’s clients.

4. **Date(s) and location(s).**

We will offer up to 20 of these sessions per contract year (the trainings are supported through a contract vehicle that ED administers.) The dates and locations of the trainings have not been finalized yet, pending approval of this form.

5. **Collection procedures.**

Attendees at our EM-101 training sessions will receive a copy of the customer satisfaction survey with their training materials and will be invited to fill it out during the training and provide it to staff at the conclusion of the training.

6. **Number of focus groups, surveys, usability testing sessions.**

We will offer up to 20 sessions per contract year, depending on interest in the training course.

7. **Description of respondents/participants.**

The primary participants in the EM-101 training courses are school-based staff who would be involved in creating an emergency management plan for their schools or districts, or, who would likely participate in the emergency management plan or team for their school(s).

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE: NA

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

Category of Respondent	No. of Respondents	Participation Time	Burden
Participant	Estimated 1,000 respondents (based on estimate of 50 participants per training)	15 minutes	250 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Participant (will include teachers, Vice Principals, Principals, school security officers, nurses, etc.)	1000	Avg. of \$22.05 per hour	15 minutes	\$5,512.50

STATISTICAL INFORMATION

REQUESTED APPROVAL DATE: May 25, 2010

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