

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Advanced Emergency Management for Schools Training: Participant Satisfaction Surveys

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:**

OSDFS will be offering an advanced training on various topics related to emergency management for schools. The training is called “Advanced Emergency Management for Schools training” and is a two-day training designed for Readiness and Emergency Management for Schools (REMS) grantees. The training will be held one to two times per year and will take place at various venues across the country. A general customer satisfaction survey, as well as a more detailed session-specific survey have been developed to help OSDFS assess the effectiveness of the training and determine areas for future improvement.

2. **Need for the collection:**

The collections are 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 surveys to further modify, revise, and refine our advanced topic presentations in order to make them as useful as possible for ED’s clients.

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

We will offer up to two of these sessions per contract year (the trainings are supported through a contract vehicle that ED administers.) The date and location for the next training is July 21-22, 2010 in Boston, Massachusetts.

5. **Collection procedures.**

Attendees at our Advanced Emergency Management for Schools training will receive a copy of each of the customer satisfaction surveys with their training materials and will be invited to fill them out during the training and provide them to staff at the conclusion of the training.

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

We will offer up to two trainings per contract year, depending on the number of grantees in each cohort and availability of funds.

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

The primary participants in the Advanced Emergency Management for Schools training courses are REMS grantees, who 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 480 respondents (based on estimate of 240 participants per training)	20 minutes	160 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.)	480	Avg. of \$22.05 per hour	20 minutes	\$3.528

STATISTICAL INFORMATION

REQUESTED APPROVAL DATE: July 19, 2010

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ED DEPARTMENT, OFFICE: Office of Safe and Drug-Free Schools