Request for Approval under the "DOL Departmental Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1225-0088)

TITLE OF INFORMATION COLLECTION:

Getting It Right- Know Your Fiduciary Responsibilities Survey

PURPOSE:

The survey collects customer satisfaction data from seminar participants so that the seminars can be evaluated for effectiveness and improvement.

DESCRIPTION OF RESPONDENTS:

Respondents are seminar participants which consist of Employers, Plan Sponsors, Human Resource Managers, In-House Benefits Managers, Services Providers and State or Federal Representatives.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form
[ ] Usability Testing (e.g., Website or Software
[] Focus Group
[X] 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: [signature] 2/15/13

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [X] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	50	2.5 minutes	2.08 hours
Totals	**50**	2.5 minutes	**2.08 hours**

FEDERAL COST: The estimated annual cost to the Federal government is **$91.00** which includes in-house printing ($7.50) and review time ($10.70) per seminar. There are five (5) seminars held annually. Completed surveys are provided directly to the Fiduciary Education Campaign Coordinator at the close of the seminar.

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

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?
   [X] 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?

EBSA does not have a sampling plan; however, all of the seminar participants are provided a survey to fill out.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   [ ] Web-based or other forms of Social Media
   [ ] Telephone
   [X] 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.