

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 2010-0042)**

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey for Picturing Your Program: Introduction to Logic Modeling Web-based Online Training Course.

PURPOSE:

Picturing Your Program: An Introduction to Logic Modeling is a web-based online training course developed by the United States Environmental Protection Agency’s Evaluation Support Division (ESD). ESD is located in the Office of Policy’s Office of Strategic Environmental Management (OSEM). The online course was designed to provide users with practical instruction and the basic steps needed to develop a logic model. After completing the logic modeling course, ESD hopes that users will: 1) have the necessary information and skills to develop a logic model for their program or project, 2) understand how a logic model can be used in preparation for developing meaningful performance measures and conducting program evaluations. This customer satisfaction ICR will help ESD gain the necessary feedback to improve the online training courses to best meet the needs of our customers.

DESCRIPTION OF RESPONDENTS:

The respondents are individuals who complete the online training course. These individuals include Federal, State and Tribal members with an interest in or responsibility for program planning and measures development.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: _____ [Yvonne Watson]_____

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, 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 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	Burden
Individuals	100	.10	10
Private Sector	100	.10	10
State/local/tribal government	100	.10	10
Totals	300	.10	30

FEDERAL COST: The estimated annual cost to the Federal government is: 50 work hours

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?

We will be using the distribution list from our network of contacts such as EPA’s Program Evaluation Network (PEN), Environmental Evaluators Network (EEN) and the American Evaluation Association environmental program evaluation topical interest group. We shall share information with these contacts regarding the training course.

Administration of the Instrument

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

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

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