

REVISED Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)

TITLE OF INFORMATION COLLECTION: GSA Integrated Technology Services (ITS) Monthly Webinar Evaluation Survey (Req-8)

PURPOSE: The survey data collected will allow GSA to perform an evaluation of monthly webinar content, pace of information covered, and ease of accessing the online session. The survey will be deployed to participants at the close of monthly webinars conducted May through September 2014 (five sessions in total).

DESCRIPTION OF RESPONDENTS: State and Local participants who have requested online training about GSA technology offerings. Participants are voluntarily attending the session.

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 (<i>e.g.</i> , 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: Adrian Fish (Adrian.Fish@gsa.gov)

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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
State and Local employees attending monthly GSA webinar; Sessions begin May 2014 and end September 2014 (Five sessions in total).	125 (25 each webinar session)	5 minutes per survey	10.4166 hours
Totals	125	625 minutes	10 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0.00.

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?

Target Respondents are State and Local employees who attend a GSA webinar, currently offered once a month (May through September 2014). Each session covers a different topic and attendees will vary from webinar to webinar. The survey will be sent to attendees at the close of the session. Attendees have requested to attend online training and are actively seeking information from GSA regarding technology offerings and procurement updates.

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