

**PAPERWORK REDUCTION ACT SUBMISSION**  
**Supporting Statement**

**Request revision of Form: FBI National Academy Student Course Questionnaire;  
OMB # 1110-0050, Expiration Date: 09/30/15.**

The revisions are as requested:

Change title to FBI National Academy: End-of-Session Student Course Questionnaire

Change the Likert Scale to the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No basis for judgment

Remove all 12 statements and insert the following 10 statements:

1. The objectives of the course were made clear to me from the beginning of the course.
2. I felt the course content was well organized.
3. The knowledge/skills covered in this course are important for my professional development.
4. The coursework was intellectually challenging.
5. Assignments enhanced my understanding of the course content.
6. Methods of evaluating/grading student work were appropriate and fair.
7. The instructor was available to provide extra help when needed.
8. The instructor used real-world examples, details, illustrations, cases, etc. to make the course content meaningful.
9. The instructor encouraged me to participate actively in class.
10. Overall, the quality of instruction was excellent.

Remove the five open-ended questions and insert the following:

1. What aspects of this training was the instructor **most** valuable to your overall learning experience?
2. What aspects of this training was the instructor **least** valuable to your overall learning experience?
3. Please identify any improvement that would be beneficial for this course of instruction.

**Request revision of Form: FBI National Academy: General Remarks  
Questionnaire; OMB # 1110-0050, Expiration Date: 09/30/15.**

The revisions are as requested:

The questionnaire is now divided into three parts. Remove all 8 statements and insert the following:

1a. I clearly understood the National Academy's rules and regulations.

- Yes (If Yes, continue with survey.)
- No (If No, go to question 1b.)

1b. If No, please answer why.

2a. My Field Counselor was helpful and engaged with the students.

- Yes
- No

2b. Please select the section you were assigned to:

- Section 1
- Section 2
- Section 3
- Section 4
- Section 5
- Section 6

Next insert the Likert scale for the our statements below.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- No Basis for Judgment

1. Prior to arrival, my local FBI Field Office prepared me for attendance at the National Academy.
  2. The variety of courses offered by the National Academy curriculum that is critical to my professional development was sufficient.
  3. The library provided the resources I needed to successfully complete my assignments.
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4. The atmosphere of the Academy was conducive to my learning experience.

## **Part II**

Insert the following Likert scale to use for statements “a” through “g”:

- Not at all satisfied
  - Not very satisfied
  - Somewhat satisfied
  - Satisfied
  - Highly satisfied
  - No basis for judgment
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- a. The arrival and registration process (ex. Room assignments, meal badge/photo ID registration)
  - b. Completion of maintenance requests
  - c. Food variety offered in the FBI cafeteria
  - d. Nutritional quality of the food offered
  - e. Cleanliness of the cafeteria and tableware
  - f. Custodial service in the dormitory
  - g. Custodial service in the common areas (ex. Restrooms, gym, and locker room)

## **Part III**

Remove the three open-ended statements and replace with the following:

1. Were you unable to take a course due to lack of availability? If yes, list the name(s) of the course.
2. Please use the space provided to suggest any additional topics which you feel would be appropriate for the National Academy curriculum.
3. Please provide any additional comments you may have about the National Academy.

**PAPERWORK REDUCTION ACT SUBMISSION**  
**Supporting Statement**

Agency: Federal Bureau of Investigation (FBI)

Title: FBI National Academy Collecting Evaluation Data: End-of-Session Questionnaires

Forms: FBI National Academy: End-of-Session Student Course Questionnaire  
FBI National Academy: General Remarks Questionnaire

OMB No: 1110-0050

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The FBI Training Division's Curriculum Management Section (CMS), Evaluation and Accreditation Unit (EAU) is requesting the Office of Management and Budget (OMB) to approve the Paperwork Reduction Act submission for a revised data collection. The collection consists of two student questionnaires directed at the FBI National Academy (NA) students. CMS wants to ensure that the FBI National Academy is meeting the needs of their students and offer them an opportunity for suggestions for program enhancement.

Responses from the questionnaires will assist the CMS in identifying deficiencies and strengths in service delivery. From this information, areas of educational growth can be identified to foster development of best customer service practices that will increase the efficiency and quality of personal and professional development of law enforcement officers.

The *FBI National Academy: End-of-Session Student Course Questionnaire* will be distributed to all students who attend the FBI National Academy, one for each course they complete. The questions will target the students' reaction to each course.

The *FBI National Academy: General Remarks Questionnaire* will be distributed to all students who attend the FBI National Academy. The questions will target the students' reaction to their overall experience during their 10-week training session at the FBI National Academy, Quantico, Virginia.

## **A. JUSTIFICATION**

### **1. Circumstances of the collection**

The FBI National Academy was created in response to a 1930 study released by the National Committee on Law Observation and Enforcement. This body was appointed by Herbert Hoover to study causes of criminal activity (largely related to prohibition) and make recommendations regarding appropriate national policy responses. One of those recommendations concerned appropriate national policy responses. Another recommendation was to establish an "FBI Police Training School" that would offer training to law enforcement professionals from around the country to bring about greater standardization of techniques and a higher level of professionalism.

Today, the mission of the FBI National Academy is to "support, promote, and enhance the personal and professional development of law enforcement leaders by preparing them for complex, dynamic and contemporary challenges through innovative techniques, facilitating excellence in education and research, and forging partnerships throughout the world." To meet this mission, the FBI National Academy offers a quarterly 10-week program including undergraduate and graduate courses at the FBI Academy campus, Quantico, Virginia. The subject areas include law, behavioral science, forensic science, leadership development, communication, and health and fitness. In addition to class work, FBI National Academy attendance allows law enforcement professionals the opportunity to network, share ideas, and learn from their various experiences. Participation is by invitation only and is implemented through a supervisory nomination process. Attendees represent state and local police and sheriffs' departments, military police organizations, and federal law enforcement agencies from the United States and over 150 foreign nations.

### **2. Purpose and Use of the Information**

The purpose of the proposed data collection from both questionnaires is to gather feedback from FBI National Academy students about their courses, instructors, and their overall experience. The results are used to help determine if the FBI National Academy program is functioning as intended and meeting its goals and objectives.

#### **FBI National Academy: End-of-Session Student Course Questionnaire**

The information collected from the *FBI National Academy: End-of-Session Student Course Questionnaire* will help to determine the strengths and weaknesses of the existing program. Information received will measure the students' reaction to the FBI National Academy program. No one other than the students' can provide relevant feedback on the quality of the instruction at the FBI National Academy and how it affected their professional

development once they returned to work. This questionnaire represents the most cost-effective method for allowing the students to provide such feedback and, as a result, create the opportunity for improvements to Academy programs to benefit future participants.

### **FBI National Academy: General Remarks Questionnaire**

The information collected from the *FBI National Academy: General Remarks Questionnaire* will determine how the FBI can improve the students overall experience during their stay at the FBI National Academy. This will be accomplished by assessing students' views of the FBI's facilities, programs and resources. In addition, the data will address improvements or alterations that can be instituted to strengthen the FBI National Academy. No one other than the students can more directly provide feedback on how this experience has affected them. This questionnaire represents the most cost-effective method to provide such feedback and, as a result, create the opportunity for improvements to the FBI National Academy.

This data collection is justified under 5 USC 410.601(f) (Office of Personnel Management, Training, Evaluation of Training). This section reads as follows:

Under provisions of chapter 41 of title 5, United States Code, and Executive Order 11348, the agency head shall evaluate training to determine how well it meets short and long-range program needs by occupations, organizations, or other appropriate groups. The agency head may conduct the evaluation in the manner or frequency he or she considers appropriate.

### **3. Use of Automated, Electronic, Mechanical or Technological Collection of Techniques**

To the extent possible, all data collection will be conducted through the Internet. The data collection plan calls for the FBI National Academy students to be contacted via email to inform them of the existence and purpose of the questionnaire. Therefore, all activities associated with this data collection involve information technology. The decision was made to use these methods to make it as easy as possible for all respondents to participate. If any student prefers to complete a paper version of the questionnaire, they will be allowed to request one via email. We anticipate this option will be selected infrequently.

### **4. Efforts to Identify Duplication**

Given the unique nature of the FBI National Academy's program, efforts are possible only by questioning students. No other sources are available or viable for this purpose.

**5. Impact on Small Business**

The collection of information will not have an impact on small businesses.

**6. Consequences of not Collecting Data**

The content of the FBI National Academy program, and the way it is conveyed, have been carefully designed to address the institution's mission. The changing nature of law enforcement presents the possibility that additional content may be needed; otherwise, content could become less worthwhile to professionals in the field. Student Course Questionnaires will allow FBI personnel to monitor the quality of instruction and make necessary changes to the program.

**7. Special Circumstances**

- (a) Respondents will not be required to report information more than quarterly.
- (b) Although open-ended responses will be included in the questionnaire, most questions are in multiple-choice format. Those questions that do require a written response are intended to elicit brief comments or recommendations related to the FBI National Academy program content. We will be asking students to respond in two weeks or less, which could be extended if necessary. We feel the nature of the written responses is such that this will not inflict undue burden. This is especially true since all input will be gathered via the Internet.
- (c) Respondents will not be required to submit documentation of any kind with their completed questionnaires.
- (d) Respondents will not be required to retain records of any kind as part of this data collection.
- (e) All students who attend a ten-week training session at the FBI National Academy, approximately 1,000 law enforcement professionals annually, will be questioned.
- (f) No statistical data classification is required.
- (g) The proposed questionnaire does not include a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use.
- (h) Respondents are not required to submit proprietary trade secrets or other confidential information.

**8. Outside Consultation**

Consultation was conducted internally within the personnel of the FBI's Training Division. The feedback was utilized to tailor the questionnaires to meet the needs of the students.

**9. Payment to Respondents**

No payment or gifts will be offered to respondents.

**10. Assurance of Confidentiality**

All respondents will be assured of confidentiality under Public Law 93-573 (Privacy Act of 1974). They will be assured that individual data will not be released, and that only aggregate data will be reported. Limited demographic information will be collected, allowing no possibility of identifying individual respondents.

**11. Justification for Sensitive Questions**

This data collection includes no questions of a sensitive nature.

**12. Estimates of Hour Burden**

Approximately 1,000 FBI National Academy students per year will be sent both questionnaires (this number is based on appropriate number of students from fiscal years 2012 -2013). Though we would like a 100% response rate, we anticipated a 75% response rate of those surveyed (or 750); with 25 % of the students not responding to the questionnaire. The average student will receive 7 Student Course Questionnaires, one for each course taken, which average about 15 minutes each to complete. One General Remarks Questionnaire will also be sent. The estimated total per student will be 117 minutes. Thus the total public burden for the data collection for completing both questionnaires is 1,462.5 hours.

**13. Estimates of Cost Burden**

No equipment, software, systems, or technology will be purchased to support this effort. Completing both questionnaires will have no monetary cost on the respondents.

Salary costs - Because respondents occupy a variety of positions within law enforcement agencies, an average of the upper limit salaries from the following classifications were used to represent wage rate: detectives/criminal investigators, police and detective supervisors, grade 14/15 FBI special agents, police chiefs, deputy police chiefs, and police captains. The average annual salary came to \$102,585. Given a yearly total of 2,080 hours on the job, the average hourly salary comes to \$49.32. The total estimated time to complete all questionnaires per respondent is approximately 117 minutes. Thus, the calculated costs associated with this effort are \$96.17

per respondent. For 750 expected respondents, the total salary cost burden is \$72,128. Wage rate data was obtained from the Department of Labor.<sup>1</sup>

#### **14. Estimates of Annualized Cost to the Federal Government**

This is a collection that will be offered four-times a year. Costs outlined in Section 13 represent the total annual cost of this project.

#### **15. Reasons for Program Changes**

The only program change is the estimate of hour burden due to miscalculations.

#### **16. Plans for Tabulation and Publication**

The FBI will produce a report summarizing the background, methodology, and results each time the questionnaires are sent out. The report will not be released to the public but maintained in a database for use by FBI employees or FBI contract employees. At this time it is anticipated that the following data summaries will be provided:

- Charts showing the summation of all the quantitative items on the questionnaires.
- Compilation of the responses to each of the close-ended items.

At this time, it is not anticipated that complex statistical issues will emerge.

#### **17. Request for Approval not to display OMB Expiration Date**

The expiration date for OMB approval number will be displayed.

#### **18. Exceptions to the Certification Statement**

No exceptions to the certification statement are requested.

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<sup>1</sup> U.S. Department of Labor (2010-11). *Occupational Outlook Handbook*. Retrieved February 22, 2012, from <http://www.bls.gov/oco/ocos160.htm>