

The Census Bureau plans to conduct additional survey work under the generic clearance for Data User Evaluation Surveys (OMB number 0607-0760).

The Census Bureau's Field Division (FLD) is evaluating performance to assess customer satisfaction with training events. The feedback from this evaluation will help the Census Bureau measure effectiveness in meeting customer needs and make appropriate program changes based on evaluation results.

The regional offices conduct on average 1700 training events a year. Starting in January 2013, we will offer a link to training attendees of these training events. Attendance for these training events is 41,600 a year. Based on previous results, we anticipate a 20% response rate.

The Field Staff have reviewed and internally tested the questionnaire for ease of use and content appropriateness. We estimate respondent burden at 3 minutes per questionnaire for a total respondent burden of 416 hours.

We plan to maximize response rates by mailing a reminder email message.

For further information about this study, please contact Emma Burke at 301.763.2032 or emma.v.burke@census.gov.