

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: NASA GRC Education Workshop Participant Feedback Survey

PURPOSE: The Office of Education at NASA’s Glenn Research Center (GRC) provides workshop/seminar opportunities for educators (certified teachers, pre-service teachers and/or informal educators) to learn about NASA education content and other science, technology, engineering, and mathematics (STEM) learning and engagement topics. In order to continue to improve the development and delivery of educator training, resources and support, NASA will survey educators participating in web-based and in-person workshops sponsored by the GRC Office of Education. The survey will collect participant feedback and customer satisfaction information on the education workshop content and overall delivery of the workshop. This information will also assist GRC in understanding workshop quality and improving workshop content and topics of interest based on participant feedback. The survey results will not be shared with the public.

DESCRIPTION OF RESPONDENTS:

- Participants in NASA Education In-Person and Web-Based workshops.

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: **Sylvia A. Merritt (Project Support Team Lead, Office of Education, NASA Glenn Research Center)**

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
Individuals (Certified Teachers, Pre-Service Teachers and/or Informal Educators)	300	10 minutes	50 hours
Totals	300	10 minutes	50 hours

FEDERAL COST: The estimated annual cost to the Federal government is an average of **\$1000.00**

The anticipated total cost to the Federal Government is approximately \$3000 over three years (average cost = \$1000/year). These costs are comprised of contractor expenses that are necessary for the development of the survey, administration, and data analysis of the information approved under this generic clearance.

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?

The Office of Education (OE) at NASA Glenn Research Center (GRC) plans to conduct up to three education workshops/seminars (i.e., web-based and/or in person workshops/seminars) annually targeting approximately 100 participants each. The OE at GRC will provide an opportunity for all workshop/seminar participants to respond voluntarily to the customer satisfaction survey.

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

NOTE: A URL for the Google Form will be provided to all workshop attendees to complete the survey. For In-Person workshops both a URL and a paper copy of the survey will be provided to attendees understanding some attendees may bring computers with them.

2. Will interviewers or facilitators be used? [] Yes [X] No