

**National Transportation Safety Board
Generic Approval of NTSB Witness and Passenger Questionnaires**

B. STATISTICAL METHODS

1. Sampling Universe, Sampling Methods, and Expected Response Rate.

As explained below, the NTSB intends to provide NTSB Training Center course evaluation forms to people who may offer first-hand observations of NTSB training courses and feedback to improve the courses. In order to maximize the number of responses, in general, the NTSB will hand the form to all course attendees at the conclusion of each course. In addition, the NTSB may choose to send the forms via e-mail to each attendee for whom the NTSB has e-mail addresses. If distributed electronically, the electronic version of the questionnaire will consist of a fillable document in portable document format (PDF). When the NTSB distributes the evaluation forms at the conclusion of each course, the NTSB will provide instructions concerning how to transmit completed copies of the questionnaire via e-mail, postal mail, and facsimile. As a result, attendees who prefer to submit the completed questionnaire in a manner other than handing in a completed form before departing from the Training Center may exercise the option to do so. The Training Center plans to forward a web link to an electronic evaluation and request completion in that mode.

The NTSB expects to receive approximately 50 percent of the forms completed and returned. The NTSB plans to contact course attendees approximately one week following the conclusion of each course, to request completion of the evaluation form. The NTSB will send this reminder to all attendees, even though some may have completed and submitted the form. The NTSB will welcome and encourage completed questionnaires for an indefinite period of time following the conclusion of each course.

2. Procedures for Collection of Information.

The NTSB maintains contact information for each course attendee in a database it maintains for Training Center payments and course registration. For each course, NTSB staff will send evaluation forms and seek feedback immediately following the course's conclusion. The NTSB will subsequently send the course evaluation form to all attendees for whom the NTSB has electronic mail addresses. When distributed electronically, the electronic version of the questionnaire will consist of a fillable document in portable document format (PDF). When the NTSB distributes the evaluation forms at the end of each course, the NTSB will provide instructions concerning attendees' options for transmitting completed copies of the form: hand delivery immediately following completion of the form; scanning and e-mailing the completed form; mailing the form via United States postal mail; or transmitting the form via facsimile.

3. Methods to maximize response rates and deal with issues of non-response.

The NTSB will request responses to course evaluation forms on a voluntary basis. If NTSB does not receive statistically significant responses from the participants, staff from the NTSB Training Center will contact the participants by email and/or phone to request completion of the evaluations.

4. Tests of procedures or methods.

The circumstances of this information collection do not lend themselves to tests of procedures or methods by which the NTSB will obtain information in this collection. The NTSB does not plan to test formally the procedures or methods it will use in obtaining the information, but will compare the feedback it receives on the questionnaires to other sources of data, as described above.

5. Name and telephone number of individual(s) consulted; Name of person who will collect and/or analyze information collected.

The NTSB has not consulted with anyone concerning distribution of the questionnaire. NTSB Training Center staff will oversee distribution, collection, and analysis of such questionnaires. Mr. James Pritchert, NTSB Training Officer, will collect and oversee analysis of the information collected on each course evaluation form. Mr. Pritchert is available at 45065 Riverside Parkway, Ashburn VA 20147, james.pritchert@ntsb.gov; phone (571) 223-3927 or (202) 870-3639; facsimile (202) 459-9307.