

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback” (OMB Control Number: 2127-0682)**

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**TITLE OF INFORMATION COLLECTION:** Grant Management Solution Suite (GMSS)  
Training Overview Evaluation

**PURPOSE:**

The National Highway Transportation Safety Administration (NHTSA) is developing the Grants Management Solution Suite (GMSS) to better facilitate grant management from cradle-to-grave, increase automation and standardization, and promote a collaborative environment between NHTSA and State Highway Safety Offices (SHSO). With each release of GMSS, NHTSA will be training members of NHTSA’s Regional Operations and Program Delivery (ROPD) team and each SHSO.

In order to ensure training is relevant, timely, and successful, NHTSA proposes conducting a brief, voluntary satisfaction survey from all training participants. The results of this survey will help refine and update training materials, training sessions, and ensure additional tools / resources are provided to support GMSS users.

**DESCRIPTION OF RESPONDENTS:**

Respondents of the satisfaction survey will be aligned to the GMSS target audience, NHTSA ROPD and SHSO. There are a total of 170 participants who will receive the satisfaction survey. Of these 170 participants, 50 are federal government employees (NHTSA ROPD) and 120 non-federal government employees (SHSO). The participants listed in the burden calculation below only include the non-federal government employees. The survey is projected to take a participant 10 minutes to complete.

**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.

- 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: Dawn Timmons-Jones

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
- 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**

No. of Respondents	No. of Responses per Respondent	Average Burden per Response (hours)	Total Burden Hours
120 (SHSO Users)	1	10 minutes (1/6-hours) Web-based survey	20
			<b>20 hours</b>

**TOTAL BURDEN HOURS: 20 hours**

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0.

**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**

- 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?

Please see attached user list.

The list of users will be leveraged to identify each user that will receive training on GMSS. Users who complete training will receive a request to complete the 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
2. Will interviewers or facilitators be used?  Yes  No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**