

**Request for Approval under the “DOI Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery”
OMB Control Number: 1090-0011**

TITLE OF INFORMATION COLLECTION:

Suggestions for Climate Change Response Program Toolkit

PURPOSE:

The National Park Service is working with the NPS Climate Change Response Program (CCRP) and a few other workgroup members across the service to develop a web-based online toolkit geared toward helping internal and external audiences (educators and interpreters) interpret and communicate climate change. As the toolkit is being developed and maintained, there is a desire to allow internal and external audiences to suggest additional resources that would be valuable resources for the toolkit.

The idea is that this information would be collected through an online form that pops up when the user clicks on the “Suggest a resource” link, similar to the current “Email Us” forms that appear on all NPS.gov sites. But instead of the generic “Name/address/message” email form, our custom fields (attached) will appear instead. When the user clicks “submit,” the text from the fields will be automatically sent via email to an NPS email address.

Note that this is not a survey soliciting feedback from users, but is rather a tool to allow users to contact the site administrators through a custom form rather than sending a personal email.

DESCRIPTION OF RESPONDENTS:

Main respondents will be front-line park interpreters, park partners, place-based educators, and other teachers. They will be self-selected; we are not requesting anyone to complete this form, but are simply providing it for those who wish to give feedback by submitting new toolkit items for inclusion.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: Educational Resources |

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: /s/ F. Matthew Holly

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Applicable, has a System or Records Notice been published? [] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No (If yes, please explain.)

BURDEN HOURS

Category of Respondents	No. of Respondents	Participation Time	Burden
Individuals	20	5 minutes	100 min
Total	20		2 hours

FEDERAL COST: If we receive 20 submissions and it takes 30 minutes to process and implement each one, then the total burden is \$322.40 assuming a GS-7 step 5 is processing the submissions.

Please note, however, that this custom form is a tool meant to accept submissions in a standard format rather than through the freeform submissions that would otherwise come in by personal email. Thus the existence of this form actually saves the government money by standardizing submissions and decreasing the workload of processing each one.

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.

Participants will self-select by choosing to follow the link to submit a resource. This is really no different than any website's "Contact Us" type of link; this submission form is only used by those who want to contribute to the toolkit. The "Submit a resource" link will be located on the bottom of the toolkit homepage.

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.