

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

TITLE OF INFORMATION COLLECTION: Challenge Activity - Team Advisor Customer Satisfaction Feedback

PURPOSE:

NASA Office of Education provides a unique opportunity called a “Challenge Activity” which is a hands-on, collaborative science, technology, engineering, and mathematics (STEM) endeavor for educators and students. In an effort to continuously improve the development and delivery of this activity, NASA Office of Education will collect information from participating Team Advisors to gauge their satisfaction with the Challenge activity content and overall execution strategy for the activity. The survey results will not be shared with the public.

DESCRIPTION OF RESPONDENTS:

Team Advisors (in-service teachers, higher education teachers, and research faculty) support the students working in the field on the construction and engineering aspects of Challenge activities.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group 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.

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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
SORN: NASA IOEDUA, NASA Education Program Evaluation System - http://www.nasa.gov/privacy/nasa_sorn_ioedua.html

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	~70	10 minutes	~ 12 hours
Totals	~70	10 minutes	~ 12 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$169. The cost is based on an annualized effort of 5 person-hours at the evaluator’s rate of \$33/hour for administering the test survey, collecting and analyzing responses. The cost also includes \$4 postage for a maximum of 10% of Team Advisor responses returned via U.S. mail.

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?
[X] Yes [] No

Respondents are individuals who have participated in the challenge activity in the role of a Team Advisor (in-service teachers, higher education teachers, and research faculty) and support the students working in the field on the construction and engineering aspects of Challenge activities.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - [x] Web-based or other forms of Social Media
 - [] Telephone
 - [] In-person
 - [] Mail
 - [] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No
Please make sure that all instruments, instructions, and scripts are submitted with the request.