

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0923-0047)

TITLE OF INFORMATION COLLECTION: Customer Satisfaction Survey: EATS/Food Defense training

PURPOSE: The purpose of this information collection is to gather feedback from people who take the Environmental Assessment Training Series (EATS) 101, EATS 102, or Food Defense 101 training. The EATS 101, EATS 102, and Food Defense 101 training programs were developed by the Centers for Disease Control (CDC), National Center for Environmental Health (NCEH), Environmental Health Services Branch (EHSB) Food Safety team and are free, online educational resources available to the public. The training modules developed support the mission of EHSB to provide the practice-based research and training needed by state, tribal, local, and territorial environmental health practitioners to prevent environmental exposures and protect health. The courses are designed specifically for environmental health professionals and food safety program officials in government agencies, as well as those from scientific, industry, and consumer groups.

- EATS 101 was released in 2016 and addresses the role of environmental assessment within the broader context of outbreak investigations and the food safety system.
- EATS 102 was released in April 2017 and will allow learners to practice environmental assessment skills through simulated outbreak scenarios of foodborne diseases.
- Food Defense 101 was released in April 2017 and provides training in preparedness against an intentional attack against the U.S. food supply. The course content provides an understanding of and guidance for developing a Food Defense(s) Plan based on a common sense approach.

EATS 101 is housed on EHSB’s website; EATS 102 and Food Defense 101 is also housed on EHSB’s website. All of the modules are independent, allowing learners to take as many modules as they choose and in any order they desire.

NCEH’s EHSB would like to collect feedback from learners about the quality and effectiveness of the training program, how they will use the information learned, and what improvements they would like to see in the future. Learners will be offered the opportunity to provide feedback after completion of the training modules; their participation will be voluntary. EHSB will not collect PII for this information collection. The information collection from learners will be used to make any technical improvements if problems are noted, and help EHSB anticipate additional training and information needs so that appropriate resources can be created and distributed.

DESCRIPTION OF RESPONDENTS: Individuals who take the EATS 101, 102, or Food Defense 101 eLearning training modules.

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: _____

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

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 [X] No
3. If Applicable, has a System or Records Notice been published? [] Yes [X] No

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
EATS 101 students	1000	10/60	170
EATS 102 students	2000	10/60	340
Food Defense 101 students	2000	10/60	340
Totals	5000	30/60	850

FEDERAL COST: The estimated cost to the Federal government is \$170.25. This cost reflects approximately 5 hours of salary for one Epidemiologist to: 1) design and implement the survey; 2) compile and analyze the results; and 3) draft an internal report of results (source: US Bureau of Labor Statistics 2016 from <https://www.bls.gov/ooh/life-physical-and-social-science/epidemiologists.htm>).

The annual cost associated with respondent burden hours is approximately \$27,600.00.

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?

Respondents will self-select by voluntarily taking the EATS or Food Defense 101 trainings and then voluntarily completing the subsequent 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

2. Will interviewers or facilitators be used? Yes No

NCEH will use SurveyMonkey® to collect the online survey responses. The use of SurveyMonkey® has been reviewed and approved to be compliance with HHS IT security standards. An IT security plan is in place for this application.

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

The following attachments are included:

Attachment A. EATS and Food Defense Customer Satisfaction Survey Questionnaire_text

Attachment B. EATS and Food Defense Customer Satisfaction Survey Questionnaire_screenshot