

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: Vessel Sanitation Program (VSP) Training Seminar

PURPOSE: The purpose of this information collection is to gather feedback from people who take the Vessel Sanitation Program (VSP) 2.5 day training seminar. The VSP training seminar was created by the Center for Disease Control and Prevention’s VSP, and is attended by middle and upper cruise ship management personnel, and cruise line corporate office directors who are sponsored by their cruise line employer. The training seminar supports the mission of VSP to protect the health of passengers and crewmembers by minimizing the risk of gastrointestinal illness on cruise ships. To that end, the program assists the cruise ship industry to develop and implement comprehensive sanitation programs, which are described in detail in the VSP 2018 Operations Manual (https://www.cdc.gov/nceh/vsp/docs/vsp_operations_manual_2018-508.pdf) and VSP 2018 Construction Guidelines (https://www.cdc.gov/nceh/vsp/docs/vsp_construction_guidelines_2018-508.pdf). The training seminar covers the manual and guideline requirements and various other issues that might be relevant to the cruise industry.

VSP training seminar sessions include the following topics:

- Surveillance and Outbreak Investigations
- Equipment and Facilities
- Environmental Health
- Housekeeping and Infection Control
- Integrated Pest Management
- Foodborne Hazards and Illness
- Food Safety
- Hazards Analysis Critical Control Points (HACCP)
- Waterborne Illness and Water Chemistry
- Potable Water
- Recreational Water Facilities
- Cross-Connection

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

DESCRIPTION OF RESPONDENTS: Individuals who take the VSP training seminar.

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
VSP Training Seminar attendees	820	5/60	68 hrs
Totals	820	5/60	68 hrs

FEDERAL COST: The estimated cost to the Federal government is \$173.55. This cost reflects approximately 5 hours of salary for one GS-11 Environmental Health Specialist (\$34.71/hr) 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 2018 from http://www.federaljobs.net/salarybase.htm#SALARY_TABLE_2015-GS).

The annual cost associated with respondent burden hours is approximately \$1,615.40. This cost reflects approximately 68 hours for an average hourly rate of the primary VSP training seminar attendee occupations (i.e., chefs [\$23.87, Captains/Mates [\$38.93], Ship Engineers [\$37.48], front line supervising housekeepers [\$20.37], and bartenders [\$12.63] = average \$23.66) (source: US Bureau of Labor Statistics https://www.bls.gov/oes/current/oes_nat.htm).

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 VSP training seminar 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: Paper/pencil survey
2. Will interviewers or facilitators be used? Yes No

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

The following attachments are included:

Attachment A. VSP Training Seminar Customer Satisfaction Survey