

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1050)

TITLE OF INFORMATION COLLECTION: ETSB Customer Satisfaction Survey

PURPOSE:

The Centers for Disease Control and Prevention (CDC) seeks to obtain Office of Management and Budget (OMB) approval to collect feedback for the Education and Training Services Branch’s (ETSB) Customer Satisfaction Survey. ETSB provides a variety of services to customers, internal and external to CDC, who create or provide learning products for public health professionals. The purpose of this survey is to (1) ensure ETSB is meeting defined goals and (2) generate actionable and useful data for ETSB to manage and improve services for customers. ETSB leadership will use this data internally to make decisions regarding ongoing service logistics, communications, and service quality improvements.

DESCRIPTION OF RESPONDENTS:

Respondents to the ETSB Customer Satisfaction Survey (Attachment 1, Survey Word document and Attachment 2, Survey screenshot) will be customers who receive ETSB’s education and training services. Customers comprise public health professionals internal and external to CDC. No personally identifiable information (PII) will be collected. If any respondents provide PII, it will not be retained.

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 might have experience with the program in the future.

Name: **Lindsey Evans**

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 [] 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

The satisfaction survey is web-based and will include (at most) 13 questions. Respondents will spend no more than 5 minutes to complete this survey in Survey Monkey. This time estimate is based on survey piloting and feedback from 20 CDC staff. For the ETSB Customer Satisfaction Survey, we are seeking approval to collect feedback from approximately 200 non-federal individuals per year. Based on 5 minutes of surveying time for 200 individuals, the total response burden will be 17 hours. There will be no direct costs to the respondents other than their time to respond to the survey.

Category of Respondent	No. of Respondents	Participation Time	Burden
Non-federal customers	200	5/60	17 hours
Totals			17 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$1,455.38. This is based on pay for two positions. The first position estimate is based on the time required for one senior CDC scientist (GS-14) to supervise and one contractor, (pay grade to be equivalent to GS-12) to implement the data, conduct data analysis, and report on findings.

Staff or Contractor	Hours	Average Hourly Rate	Cost
Contractor (GS-12 equivalent): survey design, create web-based survey, implementation, analysis, and reporting	40	30.05	1202.00
FTE Supervisor (GS-14): Provide oversight and guidance on data analysis. Provide feedback on the final report.	6	42.23	253.38
Totals	46		1,455.38

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

Respondents will be those for whom ETSB has completed a service. Teams have defined the criteria for a closed service, so that team members can send surveys out appropriately.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
- Will interviewers or facilitators be used? Yes No