

New Requirements for Supporting Statement A

GenIC

Request for Approval under the

Generic Clearance for the Collection of Routine Customer Feedback

OMB Number 0920-1050

Education and Training Services Branch Customer Satisfaction Survey

- Goal of the study (e.g., determine behavioral factors that influence changes in weight over time or evaluate program delivery processes): Ensure ETSB is meeting customer service goals and generate actionable and useful data for ETSB to manage and improve services for customers.
- Intended use of the resulting data (e.g., provide suggestions for improving community-based programs): To guide refinement of ETSB customer service standards and improve marketing and delivery of services.
- Methods to be used to collect (e.g., prospective cohort design; randomized trial; etc.): Web-based survey using Survey Monkey
- The subpopulation to be studied (e.g., school-age children in North Carolina, conference attendees): Public health program managers and analysts who utilize ETSB services for the design and delivery of public health trainings.