

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 0920-0974)**

TITLE OF INFORMATION COLLECTION: 2019 ELI Fellowship End of Year Evaluation 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 CDC E-learning Institute Fellowship (ELI) hosted January 16 – June 19, 2019. ELI is held on an annual basis for the primary purpose of providing a training experience of designing and developing e-learning for public health training professionals. Overall, ELI’s goals are to provide an opportunity to implement e-learning best practices, increase collaboration by strengthening the public health training professional network, and improve the quality of public health training available nationwide. CDC is requesting OMB approval to collect feedback to ensure the ELI is meeting its goals and the needs of attendees. The ELI program intends to use the results of this data collection to improve the logistics, communication, and quality of ELI curriculum and live sessions when planning future cohorts.

DESCRIPTION OF RESPONDENTS

Respondents to the 2019 ELI Fellowship End of Year Evaluation Survey (Attachment 1, Survey in MSWord and Attachment 2, Survey Screenshots) will be 2019 ELI fellows. Fellows come from a variety of fields, and include local, state, territorial and tribal public health training professionals, and may include persons from public health agencies in Canada. No personally identifiable information (PII) will be collected; however, if 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 noncontroversial 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: Doris Harris, MSc

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, 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 No

Gifts or Payments:

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

BURDEN HOURS

The feedback survey will be web-based and includes 13 questions. Respondents will take approximately 8 minutes to complete the survey through the web-based Survey Monkey. The estimate for burden (hours) is based on the estimate provided by Survey Monkey.

A total of 13 fellows participated in the 2018 ELI fellowship. Based on that number of respondents and the potential for growth, we are seeking approval to collect feedback from approximately 13 2019 ELI fellows. We plan to deploy the survey before the end of the fellowship and encourage all participants to complete the 2019 survey to provide feedback. In this way, we hope to increase the response rate. Given 13 respondents with a response time of 8 minutes each, the total response burden will be 104 minutes. There will be no cost to the respondents other than their time to respond to the survey.

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	13	8/60	1 hour and 44 minutes
Totals			2 hours

FEDERAL COST

There are no equipment or overhead costs. The average annualized cost to the Federal Government to collect this information is \$1,188.90. This estimate is based on the time required for one senior Health Education Specialist (GS-13) to design the survey, develop the web-based survey, and implement the survey, and one contractor to analyze the data, and develop recommendations for improving the 2020 ELI Fellowship on the basis of survey results.

Staff or Contractor	Hours	Average Hourly Rate	Cost
Contractor (GS-9): Analyze data and report results.	20	\$25.92	\$518.40
FTE (GS-13): Design survey, create web-based survey, provide guidance on data analysis. Provide feedback on the final report.	15	\$44.70	\$670.50
Totals	35	-	\$1,188.90

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

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

The 2019 ELI Fellowship Customer Service Survey will be administered as a web-based survey. Respondents will be given 2 weeks to respond to the survey. A reminder email (Attachment 3, Reminder Email) will be sent twice: one at the beginning of week 2 and one on the day that the survey closes. Respondents will have to complete the survey in one sitting. Respondents cannot return to edit or complete the survey and the survey does not track individual responses.

2. Will interviewers or facilitators be used? Yes No