

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

TITLE OF INFORMATION COLLECTION: 2019 Science Ambassador Training Customer Satisfaction Survey

PURPOSE:

The Centers for Disease Control and Prevention (CDC) Science Ambassador program seeks to obtain Office of Management and Budget (OMB) approval to collect feedback on the services offered by the Science Ambassador program. The Science Ambassador program offers trainings and a 1-year fellowship program for teachers and educational leaders across the United States who are interested in bringing public health sciences into middle- and high-school classrooms. During the past two years, the program has offered regional trainings to reach more teachers; however, these trainings have seen lower attendance than expected. The goal of this survey is to understand participant or potential participant satisfaction with the professional development opportunities offered by the Science Ambassador program including the regional trainings. This information collection will be used by the CDC Science Ambassador team to improve the services and trainings offered to teachers interested in teaching public health to middle- and high-school students.

DESCRIPTION OF RESPONDENTS:

Respondents to the 2019 Science Ambassador Training Customer Satisfaction Survey (Attachment 1, Survey Word document and Attachment 2, Survey Screenshots) will be (1) former Science Ambassador Fellows from 2014-2018, (2) individuals who applied to the Science Ambassador training in 2014-2018 and who were not accepted, and (3) 2018 and 2019 Science Ambassador regional training workshop registrants. No personally identifiable information (PII) will be collected; should 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 may have experience with the program in the future.

Name: **Kelly Cordeira**

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 survey will be web-based and includes 14 questions. Respondents will take approximately 5 minutes to complete the survey through Survey Monkey. This estimate is based on piloting the survey with three CDC staff. We are seeking approval to collect feedback from ~500 non-federal individuals, and we expect a ~30% response rate. Given 150 respondents with a response time of 5 minutes each, the total response burden will be 13 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
Individuals	150	5/60	13 hours
Totals			13 hours

FEDERAL COST:

The average annualized cost to the Federal Government to collect this information is \$1,001.10. This estimate is based on the time required for one FTE (GS-13) to supervise and for one Fellow to design the survey, develop the web-based survey, implement the survey, analyze the data, and develop recommendations based on the results.

Staff or Contractor	Hours	Average Hourly Rate	Cost
Fellow (GS-9 Equivalent)	30	\$25.92	\$777.60
FTE (GS-13)	5	\$44.70	\$223.50
Totals			\$1,001.10

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

The intended respondents include (1) Science Ambassador Fellows from 2014 - 2018, (2) individuals who applied to the Science Ambassador training in 2014 - 2018 and who were not accepted, and (3) 2018 and 2019 Science Ambassador regional training workshop registrants. An invitation email (Attachment 3, Invitation Email) with a link to the survey will be sent to the intended respondents for which we have a valid email address in our program records. Respondents will be given 3 weeks to respond to the survey. Respondents will have to complete the survey in one sitting as the survey tool does not allow respondents to return to edit or complete the survey. The survey does not track individual responses. A reminder email (Attachment 4), will be sent three times: once at the beginning of week one, at the beginning of week two, and then on the day the survey closes.

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