

**Request for Approval under the “DOL Departmental Generic Clearance for  
the Collection of Routine Customer Feedback”  
(OMB Control Number: 1225-0088)**

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**TITLE OF INFORMATION COLLECTION:** Course Evaluation

**PURPOSE:**

Section 21 of the Occupational Safety and Health Act of 1970 (the “OSH Act”) (29 U.S.C. 670) authorizes the Occupational Safety and Health Administration (“OSHA” or the “Agency”) to conduct education and training courses. These courses must ensure an adequate number of qualified personnel to fulfill the purposes of the OSH Act, provide them with short-term training, inform them of the importance and proper use of safety and health equipment, and train employers and workers to recognize, avoid, and prevent unsafe and unhealthful working conditions.

Under Section 21 of the OSH Act, the OSHA Training Institute (the “Institute”) provides basic, intermediate, and advanced training and education in occupational safety and health for Federal and State compliance officers, Agency professionals and technical-support personnel, employers, workers, organizations representing workers and employers, educators who develop curricula and teach occupational safety and health courses, and representatives of professional safety and health groups. The Institute provides instructor led courses and web based training on occupational safety and health at its national training facility in Arlington Heights, Illinois.

Students attending Institute instructor led courses or completing web based training voluntarily completed a two page OSHA Training Institute Course Evaluation Form (OSHA Form 49, 11-05 edition, OMB No. 1225-0059). This revised evaluation form consists of six questions with responses of Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and N/A. There is space for written comments as well. The old version will be discontinued and will no longer be used.

**DESCRIPTION OF RESPONDENTS:**

Students who attend the OSHA Training Institute are public sector safety and health professionals employed by federal, state, and local agencies. They are safety and health professionals attending the courses to acquire safety and health knowledge.

**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: Anthony Towey, Jr.

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
State, local, or tribal governments	2,400	5 minutes	200

**FEDERAL COST:** The estimated annual cost to the Federal government is \$33,932.00.

**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?  

[X ] 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?

The universe of potential survey respondents are those who attend our courses or webinars, approximately 6000 potential respondents. We delivery both instructor led courses where students attend class in-person, and live webinars. Students who register for our instructor led courses or webinars have an opportunity to voluntarily complete a survey.

All students who attend our instructor lead courses receive a voluntary survey. Approximately 40% of the students fill out the voluntary survey. There are approximately 30 students per instructor led course. We offer approximately 100 instructor lead courses per year. Prior to this recent request we provided all students who attended our instructor led courses a voluntary course survey sheet in the form of a Scan Tron sheet. There was a separate Scan Tron sheet for each instructor who taught the course. Scan Tron sheets were manually processed through a scanner, and a computer program consolidated that data.

The new process would involve the use of an electronic web based survey. Scan Tron sheets will no longer be used for our instructor led courses. All student who attend our instructor led courses will receive a link to the web based survey via email. The email notifications states that this is a voluntary survey. Students will choose whether or not they want to complete the survey. The web based survey program consolidates the course survey results. We use student survey results to validate our course delivery and make improvements to the course curriculum.

Our survey process for webinar delivery is not a change in processing. We will only change the questions in the current webinar survey. We delivery approximately 12 webinars per year. There is a range of students, fifty to two hundred, who view our online webinars. One of the last slides in our webinar presentation lists the web link to an electronic 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
2. Will interviewers or facilitators be used?  Yes  No

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