

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION:

BroadbandUSA Webinar Feedback Survey

PURPOSE:

This is an evaluation form for webinars hosted by the National Telecommunications and Information Administration’s (NTIA) Office of Telecommunications and Information Applications (OTIA). The webinars will engage the public and stakeholders with information to accelerate broadband connectivity, improve digital inclusion, strengthen policies and support local priorities. Information garnered from this survey will be used to enhance NTIA’s future webinars, allowing NTIA to tailor its approach to best fit the issues relevant to its stakeholders.

DESCRIPTION OF RESPONDENTS:

The respondents (approximately 60-240) will have attended an hour long webinar presented by NTIA on a monthly basis. The survey will first be used to assess the Public-Private Partnerships Webinar, which will be held on March 21, 2018. The respondents are stakeholders from state and local government, telecommunications industry professionals, and the non-profit community.

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: Laura Spining, Chief, Partnerships

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals	60-240	1 minute	1 hour-4 hours
Totals			

This survey will be distributed to accompany webinars that will be held on a monthly basis. The first question will be listed on the registration form while questions two, three, four and five will be on a survey sent to webinar attendees after the webinar.

FEDERAL COST: The estimated annual cost to the federal government is \$250.70.

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

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 respondents self-select by registering for and attending a BroadbandUSA webinar. NTIA will list question one on the webinar registration form while only contacting event attendees to participate in the survey regarding questions two through five.

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 submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.

Survey form is attached as a separate document.