

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION: FedVTE Feedback Survey

PURPOSE:

The Cybersecurity Infrastructure Security Agency’s (CISA) Federal Virtual Training Environment (FedVTE) provides free cybersecurity training to government employees, contractors, and veterans. CISA has created a customer feedback survey to gather feedback on FedVTE users and their experience with the course content available at <https://fedvte.usalearning.gov/>. The information will be collected via simple multiple choice questions where the user chooses a response to match his/her experiences. The FedVTE team will collect this information to make internal programmatic improvements.

DESCRIPTION OF RESPONDENTS:

Every 10th user to log into their FedVTE account will be prompted to take the survey. A pop-up box will appear with three options (Yes, Not Right Now, Never) for a user to take the survey. If the user selects “Never”, a flag is set in the user record not to present this survey option again. If the user selects “Not right now”, a flag is set on the user record to wait a specified number of days until asking again. If the user selects “Yes” then the survey is spooled up in a new window overlaying the FedVTE page. All data from the survey will go to a secondary database table that is not connected to the user account by id or by email. Settings are in place to ensure that submissions are anonymous, and that IP addresses are not collected.

On completion of any questions in the survey, a flag is set in the user’s record that they have responded to this survey. If the user closes the survey without answering any questions, the result is the same as selecting the “Not right now” option on the initial dialog box query. The system will wait a specified number of days until asking again.

The survey link will also be available on the FedVTE main page so that users can opt to take survey voluntarily, outside of being prompted.

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:

Zia Anderson, Program Manager

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

Category of Respondent	No. of Respondents	No. of Responses per Respondent	No. of Responses	Participation Time	Burden	Average Hourly Wage Rate	Annual Burden Cost
FedVTE Users*	22,075*	1	22,075	.05 (3 min)	1,104	\$34.97**	\$38,607
Totals	22,075		22,075		1,104		\$38,607

* On average, there are 220,745 FedVTE website users on annual basis. Only every 10th users that login to the site will receive a survey. Therefore, it is estimate that the annual number of respondents will be 22,075 (220,745/10 = 22,075)

**The above Average Hourly Wage Rate is the [May 2018 Bureau of Labor Statistics](#) average wage for “All Occupations” of \$24.98 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$34.97. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The estimated annual cost to the Federal government is \$1,401.75.

It is estimated that 1 analyst at a GS level 13, Step 1 will be spending 1% of their time annually (2080 x 1% = 20.8) approximately 21 hours annually to review, analyze, and assimilate survey responses.

Using the FY19 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS13, Step 1 is \$ 63.81 (\$ 99,172 annual salary/2080 = \$47.68 base wage rate x 1.4 benefit multiplier = \$ 66.75 fully-loaded wage rate).

The annual government cost is estimated to be \$ 3,828.60 (21 hours annually x \$66.75 = \$1,401.75).

STATISTICAL METHOD:

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?

Recipients are determined by every 10th FedVTE user logging into the site. No PII is collected therefore the results will be anonymous.

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 (email response)
2. Will interviewers or facilitators be used? Yes No

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