

## **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)**

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**TITLE OF INFORMATION COLLECTION:** EPA Water Quality Standards Academy Student Course Evaluation

**PURPOSE:**

The Water Quality Standards Academy (WQSA) is a 5-day in-person course providing technology transfer, training and outreach to WQS professionals associated with the federal, state, tribal and local agencies as well as the private sector. In late 2015, the EPA finalized revisions to the federal Water Quality Standards regulation at 40 CFR Part 131. The Academy materials have been updated accordingly to provide students with the most current information on the interpretation and application of the revised regulations. As a result, there is significant interest in the WQS Academy as a way to ensure EPA’s federal, state, tribal and local government counterparts are able to effectively implement Clean Water Act (CWA) WQS requirements and WQS regulations.

**DESCRIPTION OF RESPONDENTS:**

The WQSA classroom academy is the introductory course designed for those with six months to one year experience with water quality standards and criteria programs. However, others may benefit from the course, including veterans of the water quality standards program who want a refresher course. Attendees typically include WQS professionals associated with the federal, state, tribal and local agencies as well as the private sector and various offices within EPA.

**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 : Melissa Dreyfus [Dreyfus.melissa@epa.gov](mailto:Dreyfus.melissa@epa.gov)

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	Participation Time	Burden Hours
Individual WQSA attendee Spring WQSA	75 per session	10 min per session	12.5 hrs per session
Individual WQSA attendee Winter WQSA	75 per session	10 min per session	12.5 hrs per session
Possible 2 <sup>nd</sup> Spring WQSA	75 per session	10 min per session	12.5 hrs per session
<b>Totals</b>	<b>225 per year</b>	<b>10 min per session</b>	<b>37.5 total hrs per year</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$0  
 EPA plans to conduct at least 2 sessions of the WQSA each year, typically in the spring and winter, held in Washington, DC. (~75 participants per session). Additional sessions in DC or in an EPA region may also be conducted. There is no additional cost incurred by utilizing this customer satisfaction survey, as it is given to students already attending the session.

**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?

*Survey respondents will be limited to the student attendees of each in-person WQSA session.*

**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

*EPA could choose to provide the survey to attendees via electronic means such as email or PDF form in addition to the paper form given in-person.*

2. Will interviewers or facilitators be used?  Yes  No

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

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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