Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1615-0121)

TITLE OF INFORMATION COLLECTION: The Teaching Civics and Citizenship to Immigrants Seminar Follow-Up Participant Survey

PURPOSE:

The Division of Citizenship Education and Training (DCET) in OoC offers professional development seminars around the country for adult citizenship educators and program administrators. At the end of each seminar we ask participants to complete an onsite evaluation survey that reviews the content and materials presented during the training. However, we have a knowledge-gap in our ability to understand how effective the content and materials presented during the trainings are for teachers and program administrators in the long term.

To fill this gap, DCET has created a follow-up customer satisfaction survey to be distributed electronically to participants at a time-to-be-determined after the seminar. The purpose is to find out if teachers and program administrators have been using the content and the strategies presented during the training. The information collected from the survey is to be used to better understand the needs of teachers and program administrators who attend our trainings. This data will then inform how we design future trainings, including session topics and resources. The survey asks only 9 – 10 questions, and there are no short-answer or written responses.

Our goal is to be able to email teachers a link to access and take the survey. Of course, we will also need the means to extract data from whatever platform is used.

DESCRIPTION OF RESPONDENTS:

The respondents are participants who attended a DCET training event, completed an onsite training survey, and signed up to receive USCIS emails.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [x] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: <u>Jeremy (Kelton) Williams</u>

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
Individual or Household	500	.17 hours (10 mins)	83 hours
Totals	**500**	**.17 hours (10 mins)**	**83 hours**

FEDERAL COST: The estimated annual cost to the Federal government is <u>$2,018.</u>

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

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?

During registration for OoC training, USCIS collects participants' contact information including name, employer, title, work address, email address, and authorization from participant for USCIS to send email correspondence.   USCIS will identify respondents for this survey from the pool of OoC training participant and disseminate the survey via email.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
    [x] Web-based or other forms of Social Media
    [ ] Telephone
    [ ] In-person
    [ ] Mail
    [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [x] No