

**A. Supplemental Questions for DOC/NOAA Customer Survey
Clearance (OMB Control Number 0648-0342)**

- 1. Explain who will be conducting this survey. What program office will be conducting the survey? What services does this program provide? Who are the customers? How are these services provided to the customer?**

NOAA's Office of Education provides scholarships and collaborates with universities to prepare the brightest minds from diverse backgrounds in NOAA-related fields. This office also offers competitive education grants and establishes partnerships to integrate NOAA science into learning that takes place inside and outside of the classroom. Lastly, this office helps coordinate educational activities across NOAA and with external partners to ensure that all of these efforts are effective and are continually improved. The seminar is being developed to ensure that mentors (e.g. university faculty) are equipped with adequate information to encourage their students, especially those from underrepresented groups, to apply and successfully attain our scholarships.

- 2. Explain how this survey was developed. With whom did you consult during the development of this survey on content? statistics? What suggestions did you get about improving the survey?**

This survey was developed by one of the Office of Education's internal evaluators. During the development of this survey, the evaluator consulted with the scholarship program managers, administrative staff, as well as Sarah Brabson to ensure the content was valid and layout appropriate. Some questions that were redundant were deleted which made the survey shorter and results easier to understand.

- 3. Explain how the survey will be conducted. How will the customers be sampled (if fewer than all customers will be surveyed)? What percentage of customers asked to take the survey will respond? What actions are planned to increase the response rate? (Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by Web.)**

This is a web based survey (Qualtrics) that will be available to all individuals who participate in the half-day long seminar. At the end of the seminar, participants will be sent an anonymous link via email and encouraged to complete the survey when they can.

- 4. Describe how the results of this survey will be analyzed and used. If the customer population is sampled, what statistical techniques will be used to generalize the results to the entire customer population? Is this survey intended to measure a GPRA performance measure? (If so, please include an excerpt from the appropriate document.)**

This is a general survey that will be used to gain feedback from the seminar participants viewers on how to improve future seminars. The responses are collected through Qualtrics and averaged Likert Ratings per question will be assessed and qualitative responses will be analyzed thematically. This is a customer satisfaction survey with no intention to measure any GPRA performance measures.

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

- 1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities**

(e.g. establishments, State and local governmental units, households, or persons) in the universe and the corresponding sample are to be provided in tabular form. The tabulation must also include expected response rates for the collection as a whole. If the collection has been conducted before, provide the actual response rate achieved.

The population will be all of the participants (50 total invitees). The respondent universe includes all 50 potential participants. The invites for workshop participants will be sent out to our list serve of university and college faculty (about 1000 individuals), but the number of participants in the workshop will be limited to the first 50 invitees who register. All 50 potential participants will be sent the link via an anonymous link and given the opportunity to provide feedback at the end of the workshop. The survey link will stay for approximately one week. Therefore, the potential respondent pool is estimated at 50 as this is the maximum number of participants that will be attending the seminar.

2. Describe the procedures for the collection, including: the statistical methodology for stratification and sample selection; the estimation procedure; the degree of accuracy needed for the purpose described in the justification; any unusual problems requiring specialized sampling procedures; and any use of periodic (less frequent than annual) data collection cycles to reduce burden.

The survey data will be downloaded from Qualtrics one week after the seminar ended (approximately August 23, 2018) analyzed in order to determine if any changes to the content of or structure of the seminar is needed for future iterations.

2. Describe the methods used to maximize response rates and to deal with nonresponse. The accuracy and reliability of the information collected must be shown to be adequate for the intended uses. For collections based on sampling, a special justification must be provided if they will not yield "reliable" data that can be generalized to the universe studied.

We expect a relatively high response rate (about 90%) as those being asked to take the survey would be considered stakeholders in this effort, having attended the workshop. In order to receive as many responses as possible, the survey was constructed to take users 5 minutes or less to complete. All but 2 questions are Likert type, rank, or short fill-in questions. The two qualitative are general open-end questions that allow views the opportunity to provide more feedback if desired.

4. Describe any tests of procedures or methods to be undertaken. Tests are encouraged as effective means to refine collections, but if ten or more test respondents are involved OMB must give prior approval.

The first iteration of this survey was completed by 5 NOAA Education employees who are very familiar with both the application and review process associated with the scholarship programs and/or are involved in the planning process for the seminar. Based on the feedback received from these five employees, changes to the agenda as well as the pruning of redundant survey questions were completed.

5. Provide the name and telephone number of individuals consulted on the statistical aspects of the design, and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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