OMB Control No. # 693-0031 – NIST Generic Request for Customer Service-Related Data Collections

CBS Webinar Training Survey

<u>FOUR STANDARD SURVEY QUESTIONS</u>

1. Explain who will be surveyed and why the group is appropriate to survey.

Surveys will be sent to attendees of webinar (on-line, using gotomeeting.com) trainings on the Commerce Business Systems (CBS). CBS is the suite of financial and administrative systems currently utilized by most of the Department of Commerce (DoC) bureaus. CBS customers include federal and non-federal staff at the following bureaus:

Office of the Secretary (OS)
U.S. Economic Development Administration (EDA)
Bureau of Economic Analysis (BEA)
International Trade Administration (ITA)
Minority Business Development Agency (MBDA)
National Institute of Standards and Technology (NIST)
National Telecommunications and Information Administration (NTIA)
National Technical Information Service (NTIS)
Office of Inspector General (OIG)
Economics & Statistics Administration (ESA)
Bureau of Industry and Security (BIS)

This group is appropriate because they are the customers who attend the webinars and have interaction with the instructor.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.

This survey was developed from analyzing samples of webinar training surveys. Relevant questions were incorporated into our survey to best gather feedback for our webinars. No pre-testing was conducted.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.

The surveys will be emailed to attendees once the webinar is completed. Therefore, only attendees who actually completed the training will be surveyed to provide their feedback on the experience.

The expected response rate is 33 percent, as completion of the survey is optional. To improve

the response rate, CBS trainers will encourage attendees to respond to the survey to provide feedback. In addition to the email, a survey link may be provided in training documentation to encourage participation.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.

Survey results will be reviewed and analyzed on a monthly basis. Feedback will be shared with management to implement suggestions, improvements, or updates to the webinars and/or materials. In addition, positive responses will be shared with staff members to recognize excellent training facilitation.