**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)**

**TITLE OF INFORMATION COLLECTION:** Air Force Air Education and Training Command (AETC) Technical Training Management System (TTMS) End of Course (EOC) Survey

**PURPOSE:** The TTMS End of Course survey is used to gather student input to evaluate effectiveness of AETC technical training courses and any suggestions they may have towards improving the program.

**DESCRIPTION OF RESPONDENTS**: 847 foreign nationals who attend AETC technical training courses are administered the survey at the end of the program. The survey is 34 questions and takes 10 minutes to complete, for a total public burden of 141.17 hours. An OMB\_Respondant Calculator.xlsx was used for the Burden Hours calculation.

**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 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:\_\_Anna Cannington, TTMS ISSM DSN 597-5743 [anna.cannington.1.ctr@us.af.mil](mailto:anna.cannington.1.ctr@us.af.mil)

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ X ] Yes [ ] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [X ] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ X ] Yes (Paperwork submitted; In approval process) [ ] 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** |
| 1 | 847 | 10 min | 141.17 hrs |
| **Totals** | 847 | 10 min | 141.17 hrs |

**FEDERAL COST:** The estimated annual cost to the Federal government is:

847 responses **x** 0.17 hours per response **x** $7.25 Cost per hour = **$1,043.93**

**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 [X ] No

All foreign military students graduating from technical training courses are requested to voluntarily complete the survey.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

[ X ] Web-based or other forms of Social Media

(TTMS EOC Application – Will be administered via email)

[ ] Telephone

[ ] In-person

[ ] Mail

[ ] Other, Explain

1. Will interviewers or facilitators be used? [ ] Yes [X ] No

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