

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)

- | | |
|--|--|
| <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.

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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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? 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 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 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)
 Web-based or other forms of Social Media
(TTMS EOC Application – Will be administered via email)
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

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