

# **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

**TITLE OF INFORMATION COLLECTION:** DFSC Internal Training Feedback Survey

**PURPOSE:**

This survey helps to assess the success and or identify any potential gaps in the training program. The results help shape future trainees and improve the process and interaction with teams, disciplines and directorates. The surveys help OQIT assess the effectiveness of its training program, adequacy of resources, responsibilities, planning requirements, and customer & personnel feedback on the execution of the course. It provides an opportunity for improvement.

**DESCRIPTION OF RESPONDENTS:**

DFSC Forensic Examiners. This includes Agency government contractor and employees.

**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.

Name: Jennifer Morris

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  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

<b>I. Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Army Government Contractors	10	15 min / each	2.50 hrs.
<b>Totals</b>	<b>10</b>	<b>150 minutes</b>	<b>2.50 hrs.</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$18.26  
Cost estimate reached from multiplying 7.25 (federal minimum wage)  
with 2.50 (total burden hours).

**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

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?

Surveys are strictly voluntary and will be made available to all participants of the Internal Audit events.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain:  
DFSC Training Surveys are distributed from the OQIT mailbox and/or OQIT MS TEAMS mailbox with instructions to complete the survey. Data is compiled and sanitized, as necessary, by a Quality Team POC for team and management review.
2. Will interviewers or facilitators be used?  Yes  No

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