

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

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**TITLE OF INFORMATION COLLECTION:** eLearning Student Learning Event Evaluation Survey

**PURPOSE:** The Defense Security Service (DSS) Center for Development of Security Excellence (CDSE) is required to evaluate education and training activities. The survey is used to collect course user experience data immediately following completion of an eLearning course. This survey will employ a common set of model questions and additional custom questions reflecting the course delivery method. The information collected is used for the purpose of assessing and improving the availability, effectiveness, and usability of training and education services and products. Responses to these surveys are requested online immediately following the completion of a learning event or within a few days of completion via email for some instructor-led classes when online access is not available. Responding is optional. No personally identifiable information is requested. Anonymity of responses is maintained. Responses are aggregated and summarized for reports that are reviewed by CDSE instructors, training program and course developers, and management.

**DESCRIPTION OF RESPONDENTS:** The respondents to the information collection are individuals who have completed learning events provided by the DSS CDSE. Respondents comprise employees of the Department of Defense, employees of participants in the National Industrial Security Program (NISP), employees of other Federal Departments and State, and Local Governments, and other users. These surveys are made available to the population of learning event completers, including military personnel, DoD civilian employees, Federal Government civilian employees, and employees of contractors that participate in the NISP. The estimated response rate is approximately 27%. A small percentage of potential respondents (<1%) includes employees of state and local governments, educational institutions, or employees of foreign governments. Respondents participate because the CDSE solicits their input on training event satisfaction, experience, problems encountered in learning, and suggestions for improvement in order to identify problems, assure quality, and assess effectiveness in meeting training program goals.

**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.

- 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: Benjamin F. Curtis

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

**Personally Identifiable Information:**

- Is personally identifiable information (PII) collected?  Yes  No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
- 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**

| Category of Respondent    | No. of Respondents | Participation Time | Burden hours  |
|---------------------------|--------------------|--------------------|---------------|
| Individuals or households | 141,300            | 10 minutes         | 23,550        |
| <b>Total</b>              | <b>141,300</b>     | 10 minutes         | <b>23,550</b> |

**FEDERAL COST:** The estimated annual cost to the Federal government is \$590,163 (\$25.06/hr x burden hours) as according to Department of Labor’s 2018 Occupational Employment Statistics ([https://www.bls.gov/oes/current/oes\\_nat.htm](https://www.bls.gov/oes/current/oes_nat.htm))

**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**

- 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?

All individuals that complete a class or course (eLearning) are identified as potential respondents. Each learning event is unique and individual participants should have an opportunity to provide feedback on their experience.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)  
 Web-based or other forms of Social Media  
 Telephone

In-person

Mail

Other, Explain, \_\_\_\_\_

2. Will interviewers or facilitators be used?  Yes  No