Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: EventPLUS: Yellow Ribbon Reintegration Program (YRRP); Breakout SMS Evaluations; During Deployment Mailer Evaluation

PURPOSE:

The Breakout SMS Evaluations collect YRRP attendee (i.e., Service members and their guests) feedback regarding specific breakout sessions attended during YRRP events. The evaluation collects information about the usefulness of breakout session content and breakout session facilitator quality. This feedback will help YRRP event staff with the selection of future breakout sessions and the selection of facilitators. In addition, the feedback will help inform YRRP curriculum development efforts. The During Deployment Mailer Evaluation collects feedback from those eligible to attend YRRP during deployment events within the Army Reserve community on the utilization of a physical magazine received in lieu of attending an in-person event. The magazine contains a link/code to an online survey in which recipients have the opportunity to participate in the effort.

DESCRIPTION OF RESPONDENTS:

Respondents will consist of members of the Reserve Component community who attend YRRP events and participate in breakout sessions and/or those who receive a During Deployment Magazine.

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:___Jamie Irvin_____

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government (Military, Military Dependents, Military Families)	4,500	2 minutes	150 hours
Totals	**4,500**	**2 minutes**	**150**

PUBLIC COST: The estimated annual cost to the public is **$1,088** (150x$7.25)

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?
                                                                [X] 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?

> For the SMS Evaluation, potential respondents are identified by breakout attendance. All personnel who attend breakouts are provided the same opportunity to participate in this data collection effort. For the During Deployment Mailer Evaluation, all members of the USAR community who are eligible to attend a YRRP During deployment event may receive the During Deployment Mailer, which contains the link/code to the evaluation.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
      [X] Web-based or other forms of Social Media
      [X] Telephone (SMS Texting)
      [ ] In-person
      [ ] Mail
      [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No

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