

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); Topic Tree; Pre-Event Survey, Live Polling (Pre), Live Polling (Post), Post-Event Participation Evaluation

PURPOSE:

The Pre-Event Survey aims to identify areas of need among registered YRRP event attendees that directly relate to the services and information offered at YRRP events. By identifying common areas of need for an upcoming event's audience, YRRP staff can compare needs with the proposed agenda to identify gaps in services provided, which also allows for the identification of strengths and weaknesses of the current services. This type of effort assesses self-perception and functioning on various components of well-being, which YRRP events may be able to address (e.g., financial management and communication skills). For example, if attendees indicate issues with finances, then event staff can ensure that breakout sessions and resource providers related to finance are offered at events. This also allows for events to become more customized by adapting to the needs of the audience at a various levels (e.g., military affiliation, Reserve Component, and deployment phase). In addition, this evaluation will provide a baseline by which program services can be evaluated, allowing YRRP to make improvements in service offerings, content, and delivery based on feedback. If, for instance, a class on finance receives negative feedback, the pre-event data can be used to determine the self-reported functioning level of need for financial help. This level of subgroup analysis will help the program to refine its approach to service provisions.

The Topic Tree provides attendees with the opportunity to express their interests prior to attending an event. As with the pre-event survey, this data can be used when event staff are developing YRRP event agendas, in addition to which resource providers may provide the most benefit for attendees. The Topic Tree data will also help inform YRRP curriculum development efforts.

The Live Polling (Pre) and Live Polling (Post) evaluations measure YRRP event attendee knowledge gains related to resources and breakout session content. The Live Polling (Pre) evaluation will establish a knowledge baseline which can then be compared with the Live Polling (Post) evaluation at the end of the event. This effort will assist in evaluating learning gains across the event and will contribute to a better understanding of the effectiveness of YRRP curriculum and identifying areas of improvement.

The Post-Event Participation Evaluation examines YRRP event attendee event satisfaction and areas for event improvement. In addition, the evaluation examines attendee event utility such as learning useful information, making connections with other attendees, increasing retention motivation, and increasing feelings of preparedness. This will help the YRRP make programmatic changes such as changes to event logistics and services offered (e.g., breakout sessions, resource providers).

DESCRIPTION OF RESPONDENTS:

Respondents will consist of members of the Reserve Component community who are eligible to attend YRRP events.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

- Customer Satisfaction Survey
- Small Discussion 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: _____

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government (Military, Military Dependents, Military Families)	4,500	20 minutes	1,500 hours
Totals	4,500	20 minutes	1,500

PUBLIC COST: The estimated annual cost to the public is \$10,875 (1,500 x \$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?

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?

Respondents are identified based on their YRRP event registration. The Reserve Components are responsible for verifying eligibility and approving event registration. All personnel eligible to attend a YRRP event are provided the same opportunity to participate in the various data collection efforts.

Administration of the Instrument

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

Web-based or other forms of Social Media

Telephone (SMS Texting)

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.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

PUBLIC COST: Provide an estimate of the annual cost to the Public.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts with the Request for Approval.