

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: FSO Learning Experience 2020

PURPOSE: To assess customer satisfaction in the content and delivery methods used by the Defense Counterintelligence and Security Agency (DCSA) Center for Development of Security Excellence (CDSE) in delivering training to the Facility Security Officers (FSO) in the National Industrial Security Program (NISP). The information collected will be used to optimize CDSE products and delivery methods to better meet the needs of the community. Additional training products may be identified to fill gaps between customer needs and current CDSE offerings.

DESCRIPTION OF RESPONDENTS: Facility Security Officers participating in the National Industrial Security Program (NISP) who have registered their email address in the National Industrial Security System (NISS) database. Primarily, these FSOs are working on Department of Defense related contracts, but there are others working on classified contracts for the other 31 signatories to the NISP, such as DOE, State, etc. The FSOs were selected to participate in the survey because they are mandated through the NISP Operating Manual (NISPOM) to complete training offered by CDSE in order to hold the position of FSO. Therefore, we know they have taken our training and will be able to provide their opinion as to how well it prepared them for their job responsibilities. Names and email addresses will be obtained through the NISS database. We do not plan to apply any sampling methods – all registered FSO’s will be invited to participate. Participation will be voluntary.

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: Benjamin F. Curtis (CDSE Training IC Action Officer)

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
Individuals or Households	1,000	10 min.	166.6
Totals	1,000	10,000 min.	166.6 Hrs

PUBLIC COST: The estimated annual cost to the public is \$7,250

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?

The National Industrial Security System (NISS) database has the capability to provide a list of FSOs who are participating in the National Industrial Security Program (NISP). All FSOs who have registered in the NISS will be offered the opportunity to participate in the survey because they are mandated through the NISPOM to complete training offered by CDSE in order to hold the position of FSO. Therefore, we know they have taken our training and will be able to provide their opinion as to how well it prepared them for their job responsibilities.

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
2. Will interviewers or facilitators be used? Yes No