

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

TITLE OF INFORMATION COLLECTION:

Center for Development of Security Excellence (CDSE) Communications Survey

PURPOSE:

CDSE is collecting information to ensure that our customers are satisfied with our products and services. We will then be briefing this feedback to leadership to help influence training, education, and certification products and services.

DESCRIPTION OF RESPONDENTS:

Contractors

TYPE OF COLLECTION:

- Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group Other:
[If “Other”, explain]

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.

1/10/2020

X Samantha Dambach

Signed by: DAMBACH.SAMANTHA.EILEEN.1469846268

Name: Samantha Dambach

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 (min)	Burden (hr)
Private Industry	2,500	10 minutes	416
Total:	2,500	10 minutes	416

FEDERAL COST:

The estimated annual cost to the Federal government is \$4,103.90.

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

We will pull names from our learning management system to send out to, as well as use the website, subscription emails, and social media.

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
- 2. Will interviewers or facilitators be used?
 Yes No