

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1652-0058)**

**TITLE OF INFORMATION COLLECTION:** Explosives Detection Canine (EDC) and Passenger Screening Canine (PSC) Handler Courses Post-Graduate Evaluation for Graduates and Supervisors of Course Graduates.

**PURPOSE:**

The Canine Training Center (CTC) is conducting ongoing evaluation studies to determine the effectiveness and value of its formal training programs for Federal, State, and local law enforcement personnel using the Kirkpatrick four-level model.<sup>1</sup> CTC will distribute a survey to graduates and supervisors of graduates to collect data to measure at Level III of the model. This level of the evaluation is used to determine whether the training program has changed the behavior of the participants; i.e., whether what the student learned is being applied on the job.

This evaluation further supports the CTC’s efforts to gather program performance-measure data regarding the accountability of training costs and to assure value of training. The information collected on these surveys will provide the CTC with data on how the training participants have transferred the knowledge and skills learned to their jobs. Collection of this information will help the CTC determine whether the training program is consistently meeting objectives and impacting the performance of the individuals in their work place. The Kirkpatrick Level III evaluations is also a necessary requirement of Federal Law Enforcement Training Accreditation (FLETA) (Standard 3.56, Program Effectiveness Evaluations—Level 3), which is the accrediting body founded by the Office of Management and Budget and Congress to validate Federal law enforcement training efforts, spending, and allocation of resources. Finally, these efforts support the President’s Agenda for Human Capital Management, which includes elements to improve employee performance and to identify specific outcome metrics through which to demonstrate agency program results.

**DESCRIPTION OF RESPONDENTS:**

Respondents are students and supervisors of students external to TSA, who are becoming—or need to requalify as—explosives or passenger screening canine handlers, and participate in Explosives Detection Canine (EDC) and Passenger Screening Canine (PSC) Handler Courses. Examples of external participants include non-TSA Federal, State, and local law enforcement personnel, such as from the U.S. Department of State, highway patrol, and local police departments and sheriff offices, respectively, who deploy canine teams trained by the TSA at the CTC.

**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:**

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<sup>1</sup> Dr. Donald Kirkpatrick, past president of the American Society for Training and Development (ASTD), developed a training evaluation process for determining the effectiveness of training and consisting of four levels: reaction, learning, behavior, and results. See, Kirkpatrick, James D. & Wendy Kayser, “Kirkpatrick’s Four Levels of Training Evaluation.” Alexandria: ATD Press, 2016. Print. <https://www.kirkpatrickpartners.com>.

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.

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 Mary Jane (Molly) Wankel, PhD, PMP;  
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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
Total EDC Graduates	72	12 minutes (0.2 hour)	14.4 hours
Total EDC Graduates' Supervisors	72	12 minutes (0.2 hour)	14.4
Total PSC Graduates	16	12 minutes (0.2 hour)	3.2 hours
Total PSC Graduates' Supervisors	16	12 minutes (0.2 hour)	3.2 hours
Less Federal Graduates and Supervisors Respondents <sup>2</sup>	(56)	12 minutes (0.2 hour)	(11.2 hours)

<sup>2</sup> The public time burden is the amount of time non-federal government entities spend providing the collected information; therefore, the amount of time graduates and their supervisors from federal agencies are subtracted here so that they are not included in the public time burden.

<b>Totals</b>	<b>120</b>	<b>12 minutes (0.2 hour)</b>	<b>24 hours</b>
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TSA estimates the total cost burden to the public to be **\$1,259.04** ((12 hours × \$43.29<sup>3</sup>) + (12 hours x \$61.63<sup>4</sup>))

**FEDERAL COST:** The estimated annual cost to the Federal government is: **\$12,823.68**

Printing:	None
Distribution (electronic):	None
Staff salary (monthly review, analysis, and reporting—I Band (equivalent to GS13) <sup>5</sup> × 16 hrs per month × 12 months:	\$ 12,823.68

**Total:** \$ 12,823.68

**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 sample consists of ALL students external to TSA who completed Explosives Detection Canine (EDC) and Passenger Screening Canine (PSC) Handler Courses at CTC and their current supervisors. The response rate does need to constitute a significant statistical sample because over time the survey responses can be generalized to the student body.

The surveys will be sent to participants electronically. An e-mail will be sent to each participant with an online link to the survey. The survey provides directions for completion and submission. The web-based survey instrument is designed for ease in completing, but still adequate to collect the desired data.

<sup>3</sup> The unloaded (wage only) hourly wage rate for Police and Sheriff’s Patrol Officers is \$31.44 (this occupation best represents the program graduates respondent population for this collection). Bureau of Labor Statistics, May 2018 National Industry-Specific Occupational Employment and Wage Estimates. 33-3051 – Police and Sheriff’s Patrol Officers. [https://www.bls.gov/oes/2018/may/naics3\\_333051.htm](https://www.bls.gov/oes/2018/may/naics3_333051.htm) Last updated March 31, 2019. Retrieved January 22, 2020. To determine a fully-loaded (wage plus benefits) rate, TSA uses state and local government compensation data from the Bureau of Labor Statistics, Employer Costs for Employee Compensation – September 2019, Release date December 18, 2019 (retrieved January 22, 2020) [https://www.bls.gov/news.release/archives/ecec\\_12182019.pdf](https://www.bls.gov/news.release/archives/ecec_12182019.pdf). and obtained a load factor of 1.377. The fully loaded wage rate = \$31.44 × 1.377 = \$43.29288.

<sup>4</sup> The unloaded hourly wage rate for First-Line Supervisors of Police and Detectives is \$44.76 (this occupation best represents the program graduates’ supervisors’ respondent population. Bureau of Labor Statistics, May 2018 National Industry-Specific Occupational Employment and Wage Estimates, 33-1012 – First-Line Supervisors of Police and Detectives. [https://www.bls.gov/oes/2018/may/naics3\\_331012.htm](https://www.bls.gov/oes/2018/may/naics3_331012.htm). Last updated March 31, 2019. Retrieved January 23, 2020. The fully-loaded wage rate = \$44.76 × 1.377 = \$

<sup>5</sup> TSA uses a “fully-loaded” wage rate (pay plus benefits calculated on an hourly basis) of \$66.79 for I-Band employees).

The web-based surveys are comprised primarily of checking boxes with options for some brief narrative responses. The survey is voluntary and should take respondents no more than 12 minutes to complete.

**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: The link to the online survey instrument will be provided in an email with instructions in the email message and the online instruction.
  
2. Will interviewers or facilitators be used?  Yes  No