

**Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on SBA Service Delivery” (OMB Control Number: 3245-0398)**

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**TITLE OF INFORMATION COLLECTION:** Boots to Business Virtual Delivery Instructor Survey

**PURPOSE:**

The Small Business Administration (SBA) implements Boots to Business (B2B) program, an entrepreneurship program for servicemembers transitioning to civilian life. Due to the COVID-19 pandemic, in FY 2020 B2B shifted from an in-person, two-day classroom course to an instructor-led virtual offering to continue serving service members transitioning to civilian life. This change in format delivery allowed the continued service and increased access to those otherwise underserved by removing barriers to the physical location and in-person requirements of the course. This formative data collection effort will help the SBA better understand the instruction service delivery within the virtual environment from the instructor’s perspective. The SBA will also conduct interviews, and the findings from this survey data collection along with the findings from the Boots to Business Virtual Delivery Instructor Interview data collection will contribute to the program’s continuous improvement efforts and inform effort to increase the effectiveness of the B2B virtual training.

**DESCRIPTION OF RESPONDENTS:**

Respondents are B2B instructors who are employed by the SBA or by SBA grantees, such as Veterans Business Outreach Centers, Small Business Development Centers, Women’s Business Centers, SCORE, and the Institute for Veterans and Military Families.

**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 aggregate results may be disseminated as part of the evaluation report.
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: Kate Aaby *Katherine Aaby*

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 (hours)
Individual	200	10 min	33.33
<b>Totals</b>	<b>200</b>	10 min	<b>33.33</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$22,031.45, which includes 40 hours for a GS-14 evaluator, 5 hours for a GS-15 manager, and \$19,335 for an independent third-party contractor.

**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?

Half of the approximately 2,000 instructors who taught one or more B2B course modules in the past two years will be purposively selected. A 20 percent response rate is expected to yield 200 completed surveys based on historical response rates. The targeted number of responses allows the SBA to produce descriptive statistics (frequency and measures of central tendency) of the survey data and provide information for the instructors' perceptions of the courses by the mode of delivery and course duration. The data collection effort is not designed to extrapolate findings beyond the scope of the sample.

Four B2B instructors were consulted to pretest the survey instrument. The pretest participants responded positively to the overall nature and purpose of the data collection effort and provided

additional information on aspects of the data collection instruments including the clarity of instructions and completeness of responses options.

### **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

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

### **Attachments**

- Attachment A: B2B Survey Recruitment Email
- Attachment B: B2B Survey Link Email
- Attachment C: B2B Survey, including consent form