

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)**

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**TITLE OF INFORMATION COLLECTION:** Office of Research and Development/Office of Water (ORD/OW) Small Systems Webinar Series attendee survey of satisfaction.

**PURPOSE:** To collect quantitative and qualitative feedback on the ORD/OW Small Systems Webinar Series to justify its continuance. This includes feedback on the content/topics and presenters of past webinars, as well as suggestions/recommendations for future webinars and outreach collaboration.

**DESCRIPTION OF RESPONDENTS:** Respondents to include attendees of the ORD/OW Small Systems Monthly Webinar Series. Attendees typically include representatives from federal (including military)/state/territory/local governments, Tribes, public and private utilities, consultants/technical service providers, technology developers/manufacturers, academia/education, NGO/associations/foundations, medical/hospital workers, and media/reporters.

**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: Michelle Latham, ORD/IOAA \_\_\_\_\_

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Applicable, has a System or Records Notice 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
State, local, and territory and governments and tribes	1300	1 minute per question (8 questions)	173
Private sector	600	1 minute per question (8 questions)	80
NGOs	100	1 minute per question (8 questions)	13
Academia	100	1 minute per question (8 questions)	13
<b>Totals</b>	<b>2,100</b>	1 minute per question (8 questions)	<b>280</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is ~\$500.00

**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 respondent list is derived from the registration record of the combined webinars described in the “Description of Respondents” section. A list is maintained under contract by the Cadmus group for the purpose of communicating to the group on upcoming webinars and other drinking water related events.

**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



# EPA's Small Drinking Water Systems Webinar Series Survey

OMB Control Number: 2010-0042  
Expiration Date: 3/31/21

\* 1. What is your affiliation and in what state or U.S. territory do you live?

\* 2. How helpful/informative is the overall content presented during the small systems webinars?

- Extremely helpful/informative
- Very helpful/informative
- Somewhat helpful/informative
- Not so helpful/informative
- Not at all helpful/informative

Comments

\* 3. We realize that some of the information presented are on advanced technologies that are likely more appropriate for large systems; however, do you still find the information valuable as a training tool to increase overall knowledge in the field?

- Yes
- No
- Somewhat

Comments

\* 4. Do you find the Q&A sessions to be helpful?

- Yes
- No
- Sometimes

Comments

\* 5. Does the subject matter presented fill training requirements for your license, industry, company, etc.?

- Yes
- No
- Not Applicable

Comments

\* 6. What is your opinion of the technical level of the content presented?

- Too technical

- Not technical enough
- Just right
- Varies

Comments

\* 7. How engaging are the speakers during the webinars?

- Extremely engaging
- Very engaging
- Somewhat engaging
- Not so engaging
- Not at all engaging

Comments

\* 8. Do you find the research presented useful for dealing with small systems issues?

- Yes
- No
- Sometimes

Comments

\* 9. Are there treatment technologies or small systems assistance that you would be willing to speak about or do you know of an expert in the field who would be willing to present for this webinar series?

Yes

No

If yes, please provide a topic and contact information.

10. What topic(s) would you like to see covered in future webinars?

11. Recommendations, questions, or concerns:

\* 12. Will you attend future webinars if this series continues?

Yes

No

Maybe

\* 13. Please rate the webinar series on a scale of 1-5 stars with 1 being the lowest rating and 5 being the highest rating.



Done

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See how easy it is to [create a survey](#).

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