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

**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)	
[] Customer Comment Card/Complaint Form [] Usability Testing (e.g., Website or Software) [] Focus Group	<ul><li>[x] Customer Satisfaction Survey</li><li>[] Small Discussion Group</li><li>[] Other:</li></ul>
CERTIFICATION:	
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 in	not raise issues of concern to other federal
agencies.	
4. The results are <u>not</u> intended to be disseminated	ed to the public.
5. Information gathered will not be used for the policy decisions.	purpose of substantially informing influential
6. The collection is targeted to the solicitation o	f opinions from respondents who have
experience with the program or may have exp	<u>.</u>
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Name: Michelle Latham, ORD/IOAA	
To assist review, please provide answers to the fo	ollowing question:
<b>Personally Identifiable Information:</b>	
1. Is personally identifiable information (PII) co	llected? [ ] Yes [x] No
2. If Yes, is the information that will be collecte	
Privacy Act of 1974? [ ] Yes [ ] No	-
3. If Applicable, has a System or Records Notic	e 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 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
Totals	2,100	1 minute per question (8 questions)	280

**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?

[X] 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)
	[x] Web-based or other forms of Social Media
	[ ] Telephone
	[ ] In-person
	[ ] Mail
	[ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [ x] 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
O Not at all helpful/informative
Comments

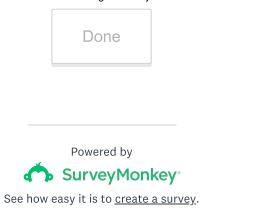
\* 3. We realize that some of the information presented are on advanced technologies that are likely more appropriate for large systems; however, do you still find the information valuable as a training tool to increase overall knowledge in the field?

0/2020	EPA's Small Drinking Water Systems Webinar Series Survey
Yes	
○ No	
Somewhat	
Comments	
* 4. Do you find the Q&A sessio	ons to be helpful?
Yes	
○ No	
Sometimes	
Comments	
* 5. Does the subject matter pre	esented fill training requirements for your license, industry, company, etc.?
Yes	
○ No	
O Not Applicable	
Comments	
* 6. What is your opinion of the	technical level of the content presented?
O Too technical	

12/30/2020	EPA's Small Drinking Water Systems Webinar Series Survey
Not technical enough	
Just right	
Varies	
Comments	
* 7	with at the accordation and O
* 7. How engaging are the speakers dur	ing the weblnars?
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 ab you know of an expert in the field who would be willing to present for this webinar series?	out or
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	
* 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.	е
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Privacy & Cookie Policy

This collection of information is approved by OMB under the Paperwork Reduction Act, 44 U.S.C. 3501 et seq. (OMB Control No. 2010-0042. Responses to this collection of information are voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The public reporting and recordkeeping burden for this collection of information is estimated to 8 minutes per response. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates and any suggested methods for minimizing respondent burden to the Regulatory Support Division Director, U.S. Environmental Protection Agency (2821T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.

EPA Form Number 5800-042