Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1910-5160)

TITLE OF INFORMATION COLLECTION: NA-IM Student Feedback Survey

PURPOSE:

participants? [] Yes [x] No

The purpose of this survey is to gather information and student satisfaction of NA-IM training courses. The information collected in this survey will only be viewed by NA-IM training personnel for the purpose of improving course accuracy and performance in the future.

DESCRIPTION OF RESPONDENTS: Respondents of this survey will be federal employees and contractors within the NNSA.

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TYPE OF COLLECTION: (Check one)	
[] Customer Comment Card/Complaint Form [] Usability Testing (e.g., Website or Software [] Focus Group	[x] Customer Satisfaction Survey[] Small Discussion Group[] Other:
CERTIFICATION:	
 I certify the following to be true: The collection is voluntary. The collection is low-burden for respondents and The collection is non-controversial and does no agencies. The results are not intended to be disseminated Information gathered will not be used for the pupolicy decisions. The collection is targeted to the solicitation of context experience with the program or may have experience 	to the public. urpose of substantially informing influential opinions from respondents who have
Name: Morgan Bangura	
To assist review, please provide answers to the foll	owing question:
 Personally Identifiable Information: Is personally identifiable information (PII) colled If Yes, will any information that is collected be Privacy Act of 1974? [] Yes [] No If Yes, has an up-to-date System of Records No 	included in records that are subject to the

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to

BURDEN HOURS

Category of Respondent	No. of	Participation	Burden
	Respondents	Time	
WebEx 101	30	5	2.5
CPIC 101	52	5	4.33
CPIC 102	38	5	3.17
CPIC 103	42	5	3.5
CPIC 104	36	5	3
CPIC 105	35	5	2.20
CPIC 106	39	5	3.25
CPIC 107	39	5	3.25
Unclassified General User	205	5	17.1
DLAN	21	5	1.75
ISSO	15	5	1.25
JODE	75	5	6.25
Privilege User	198	5	16.50
Archer Data Calls	21	5	1.75
UCNI	57	5	4.75
DR/IR	30	5	2.50
Totals	933	80	77.75

FEDERAL COST: The estimated annual cost to the Federal government is none____.

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

respondents and do you have a sampling plan for selecting	g from this univer	se?	
	[x] Yes	[] No	
If the answer is yes, please provide a description of both belo	w (or attach the sa	mpling plan)?	

1. Do you have a customer list or something similar that defines the universe of potential

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 respondents will be made up of the contractor staff within the NNSA. This information is available in each individual course description. The course description for each course that is being surveyed identifies the target audience for the course and the survey.

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

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

Instructions for completing Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.