

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3046-0048)

TITLE OF INFORMATION COLLECTION:

EXCEL Customer Feedback Survey

PURPOSE:

The EEOC has a statutory mandate under Title VII of the Civil Rights Act of 1964, as amended to provide technical assistance and training on the laws it enforces, *see* 42 U.S.C. §2000e-4(j), and offers training programs through the EEOC Training Institute to keep the public informed of the latest developments in equal employment opportunity (EEO) law. These training and technical assistance seminars are vital to eliminating unlawful discrimination in the workplace, and to ensure that the programs are effective, the EEOC needs feedback from participants. One such program is the Examining Conflicts in Employment Laws Conference, or EXCEL Conference, offered annually to EEO managers, supervisors, practitioners, HR professionals, attorneys, ADR specialists, and other interested parties. At the conclusion of each day, the EEOC seeks feedback from participants on the effectiveness of the day’s sessions.

We note that the attached survey will be altered slightly each year to reflect the names of the sessions offered at each conference, and that the Day One/Two/Three survey will be revised for each day of the conference to reflect the presentations offered during that day. We also note that this submission includes two alternatives of the same survey, one for an in-person attendee and another for a virtual attendee. The two are substantially identical except for one question in which the in-person form asks for feedback on the facility and the virtual form asks for feedback on the virtual platform.

DESCRIPTION OF RESPONDENTS:

Participants in the EXCEL Conference. Attendance is voluntary – participants register through the EEOC Training Institute website at <https://eeotraining.eeoc.gov>.

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.

- 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 Crew, Program Analyst, EEOC Office of Field Programs, Revolving Fund Division/EEOC Training Institute

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
 *Note: the survey includes space for participants to submit business contact information. Providing this information is optional.
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- 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
(2) – EXCEL attendees (for purposes of this burden estimate, federal employees are not counted)	250	10 minutes	42 hours
Totals	250	10 minutes	42 hours

FEDERAL COST: The estimated cost to the government is based on the hourly rate of a GS-12 employee who dedicates 2% of labor hours, plus the cost of software.

Federal Cost Formula: Employee hours spent on task (50) x Employee Pay Rate (\$52.40) + software (\$500) = \$3120

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

- 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?

All participants in the conference will be asked to provide feedback on their experience.

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.