

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

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**TITLE OF INFORMATION COLLECTION:**

Respectful Workplaces Training 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 programs 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 training is a seminar on Respectful Workplaces. This training focuses on respect, acceptable workplace conduct, and the types of behaviors that contribute to a respectful and inclusive organizational culture, including sections on the concept of respect, the spectrum of workplace behaviors (including respectful, uncivil, abusive, and illegal behaviors), employer policies and procedures, fairness, bystander intervention, effective coaching, and how to provide and receive feedback. The training is intended for any workplace that would like to examine appropriate workplace conduct, and has separate modules for supervisors and non-supervisory employees. Participants will be asked to complete a survey before and after the training. The pre-training and post-training format of the survey will help the EEOC gauge the success of the training by illustrating whether the attendees’ awareness and understanding of the subject matter has increased by the end of the program.

**DESCRIPTION OF RESPONDENTS:**

Participants in respectful workplaces programs. Attendance is voluntary – participating workplaces request the training from EEOC.

**TYPE OF COLLECTION:** (Check one)

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|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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 checked="" type="checkbox"/> Other: Pre-training and post-training customer attitude survey to assess effectiveness of program. |

**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 noncontroversial 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
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No  Not applicable
- If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No  Not applicable

**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	Annual Burden
(2) – Respectful Workplaces Training Attendees Pre-training Survey	15,900	10 minutes per response	2650 hours
(2) – Respectful Workplaces Training Attendees Post-training Survey	15,900	10 minutes per response	2650 hours
<b>Totals</b>	<b>15,900</b>		<b>5300 hours</b>

**FEDERAL COST:**

The estimated cost to the government is based on the hourly rate of two GS-12 employees who dedicate 1% of labor hours to survey Respondent, plus the cost of software and/or supplies.

Federal Cost Formula = Employee hours spent on task (20+20) x Employee Pay Rate (\$52.40) + software and supplies (\$450) = \$2546

**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 courses will be asked to respond to a pre-training and post-training survey.

**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.**