

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

TITLE OF INFORMATION COLLECTION:

Federal Course and Customer Specific Training Feedback Survey

PURPOSE:

As part of its mission, the EEOC is committed to providing a program of education to keep the public informed of the latest developments in equal employment opportunity (EEO) law. These training and technical assistance courses are vital to eliminating unlawful discrimination in the workplace, and to ensure that the program is effective, the EEOC needs feedback from participants. Two such programs are the EEOC federal courses and customer specific training. These programs cover EEO issues and practices affecting the federal workplace (geared toward federal employees, supervisors, EEO counselors and investigators, agency representatives and attorneys) and non-federal employees interested in EEO issues. At the conclusion of each course/training, the EEOC seeks feedback from participants on the effectiveness of the presentation.

DESCRIPTION OF RESPONDENTS:

Participants in federal courses and customer specific training. 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.
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: Patricia L. St. Clair, Assistant Director for Training and Outreach, EEOC Office of Federal Operations

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No

*Note: the survey includes requests for respondent name, agency or company, phone number, and email; however, providing this information is optional.

2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No

3. 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	Annual Burden
Federal course attendees and CST attendees (for purposes of this burden estimate, federal employees are not counted)	9180	2 minutes per response	306 hours
Totals	9180	2 minutes per response	306 hours

FEDERAL COST: The estimated cost to the government was based on the hourly rate of a GS-13 employee who dedicates 5% of labor hours to survey management, and a GS-12 employee who dedicates 6% of labor hours to survey respondent, plus the cost of software and/or supplies.

Federal Cost Formula: Employee hours spent on task (104) + (120) x Employee Pay Rate (\$55.75) (52.40) + software and supplies (\$150) = \$12,236

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?

All participants in the courses 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.