April 21, 2022

3095-0074

The catalog of questions for Generic Clearance for NARA Public and Education Program Registration, OMB Control No. 3095-0074, current expiration date 8/31/2024 has an additional category added: Commercial Account (see Excel spreadsheet). Our current ticketing agent, Recreation.gov, is configured to create such accounts, but their process requires NARA to identify and enter data from the touring groups. Once we create the commercial accounts, data management will be between Recreation.gov and the touring groups -- our office would have no reason to save their information.

Specifically, new account creation will need:
- Company Name
- Primary POC - First, Last name
- Email
- Phone number
- Street address
- City, State, Zip
- Document# (DC Tour Guide License?)
- Expiration Date

Additionally, this is how the program office sees this situation:

(1) NPS does not host Recreation.gov, they are just one of the larger agencies that use it. Recreation.gov is a 3rd party app designed and managed by Booze-Allen Hamilton.
(2) NARA has been using Recreation.gov for a number of years with no service complaints but coming out of the pandemic has exposed a long-term issue with commercial entities (tour groups) that are monopolizing the available timed ticket entries and that leads to families being unable to reserve tickets "to skip the line". Increasing the number of ticket reservations results in delays in general admission visitors gaining entry as all ticketed visitors are processed by security first. This issue worsens if we have problems with the magnetometers (as we saw in early March.)
(3) Our proposed solution is to use commercial accounts to segregate the available tickets and adjust the quantities each type of account can reserve in 15-minute intervals. This solution means establishing new accounts for each tour group company and we don't have a means of identifying who they are unless they contact us first by email. Once they do, we will need a proper means of collecting their company information to create the accounts in Recreation.gov.
(4) Recreation.gov already can manage commercial accounts, and this feature is already in use by many agencies. I've (NARA staff member from this program office) spoken with one of the National Park's Museum sites (Pearl Harbor National Museum) and confirmed this process is successful for them.

Another NARA program office has added additional entries and tweaked some entries on the Catalog of Education Program Qu (first tab on Excel spreadsheet, at line 751) after pretesting some of these questions earlier this year.   This is an excerpt from an email from that program office:

The test of the new questions for the We Rule student program evaluation has gone well, and we want to request OMB approval for these questions.

Additionally, we have identified the need to collect additional information on teacher program evaluations and will be putting a a request for a new teacher professional development survey that utilizes the some of the existing approve questions, and incorporates the following new questions:

- Participating in this program has increased my confidence in teaching with primary sources (strongly agree, agree, disagree, strongly disagree)
- The program will help me improve students' civic knowledge and skills. (strongly agree, agree, disagree, strongly disagree)

As well as a few questions we tested for the student program evaluation:

- Will you recommend this program to other educators (167)?

○ Yes
○ No
○ Why or why not? (fill in the blank)

- What did you like best about the program? (fill in the blank)
- What types of civic education resources are you most interested in from the National Archives? (rank level of interest-distance learning programs, onsite field trip programs, lesson plans, online teaching activities on DocsTeach.org, Online primary sources, other)

I've added these new questions for student programs and teacher programs to the file you sent in the fall. Changes to the document include:

- Teacher Programs
  ○ edit to question #69
  ○ new questions #88-91
- Student Programs
  ○ edit to question #110
  ○ new questions #126-131