Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 3090-0297)

Req-25

TITLE OF INFORMATION COLLECTION: FAST 2023 Virtual 3-day Conference

PURPOSE: The purpose of the survey is to gather feedback from attendees about their experience participating in the conference. The data will help make improvements when planning future annual conferences.

DESCRIPTION OF RESPONDENTS: There are different categories of respondents who will participate in the conference. Attendees include Government (Federal, Military, State/Local, Tribal), Industry and Press.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [X] Yes [ ] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [X] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [X] Yes [X] No SORN GSA/CIO-3, which covers Qualtrics is active

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

PII collection is voluntary. We ask respondents if they would like to be contacted for follow up. If they respond yes, they are prompted to provide first name, last name, email address and

telephone number, all of which are voluntary. The information will be stored in the IT Security approved instance of Qualtrics for six years and then will be deleted from the system.

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Government and Military	1,200	6 minutes	120 hours
State/Local	100	6 minutes	10 hours
Tribal	40	6 minutes	4 hours
Industry	150	6 minutes	15 hours
Press	10	6 minutes	1 hours
Totals	1500	6 minutes	150 hours

FEDERAL COST: The estimated annual cost to the Federal government is **$555**

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? [X] 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?

> An email list will be obtained from the conference planner. The survey will be sent to respondents who participated in the conference within 48 hours following the last day of the event.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
    [X] **Web-based** or other forms of Social Media **(via Qualtrics Survey Software)**
    [ ] Telephone
    [ ] In-person
    [ ] Mail
    [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [X] No