

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 1225-0059)**

TITLE OF INFORMATION COLLECTION: Department of Labor, ETA, ABA Grant
Webinar Satisfaction Polls

PURPOSE: The purpose of the Apprenticeship Building America (ABA) grants is to strengthen and modernize Registered Apprenticeship programs, (RAPs) and enable workers to find a reliable pathway to the middle class. The grant program is managed by the National Program Office team at the Employment and Training Administration (ETA), Office of Apprenticeship (OA), Division of Workforce, Operations, and Investments (DWOI). DOL ETA is interested in understanding customer satisfaction with its webinar offerings and is proposing a poll at the conclusion of each webinar.

The polls will allow ETA to improve its technical assistance (TA) offerings and webinars to meet the needs of the grant recipients. The proposed webinar poll questions would collect information related to customer satisfaction with webinars provided by the ABA grant technical assistance team. The goal of the questions is to understand webinar attendee satisfaction with the research presented and the ability to apply the information to their programs. Webinar poll participation is voluntary, and all answers will be used for internal planning purposes. The data collected and reported will be descriptive in nature. The data will not be used to develop or publish formal official statistics.

DESCRIPTION OF RESPONDENTS: Webinar attendees, consisting of ABA grant recipients, to include program directors, program staff, and local evaluators, as well as researchers, Federal staff, and consultants/contractors.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ 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 not raise issues of concern to other federal agencies.
4. The primary purpose of the results is not for public dissemination.
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 and affiliation: Luis A. Roig, Office of Apprenticeship

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

Personally Identifiable Information:

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

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Webinar poll data	ABA TA Webinar attendees	600 [Approximately 100 per webinar for 10 upcoming webinars]	1	2 minutes	20 hours
Totals		600	1	2 minutes	20 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$2,000. The estimated cost to the government is related to the programming of the survey by an existing contractor, administrative monitoring of the survey results, and analysis and reporting results internally to ETA.

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?

The potential group of respondents is dependent on who joins each webinar. Webinars are advertised to the NUMBER ABA grant recipients and their program staff. Webinars are also attended by approximately X contractor staff and X Federal staff working on relevant projects.

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.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

Information collections approved under this Generic must display the required Paperwork Reduction Act information, which includes the following:

1. On the upper right of the first page: OMB Control Number: 0970-0401, Expiration Date: June 30, 2024.
2. At the bottom of the first page, include the following language. For red text in brackets, choose the best option and delete the other bracketed option(s). Replace highlighted areas with content specific to your collection.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: Through this information collection, DOL ETA is interested in understanding webinar attendee satisfaction with the information presented and the ability to apply the information to their programs. Public reporting burden for this collection of information is estimated to average 2 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. The data collected and reported will be descriptive in nature. The data will not be used to develop or publish formal official statistics. This is a voluntary collection of information. Webinar poll participation is voluntary and all answers will be used for internal planning purposes. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0401 and the expiration date is 06/30/2024. If you have any comments on this collection of information, please contact **NAME OF ETA REP**.

Submit all instruments, instructions, and scripts with the request. Each instrument should be an individual file and should be titled to match the title in the burden table.

The following provides information to fill out the form categories in this document.

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check the appropriate box(es) for the proposed information collection.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved. On the Name line, include the name, program office, and role of the **federal** point of contact.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Information Collection: Provide the title of the information collection(s) (ex. Grantee meeting feedback form). Please make the title in the burden table and the title of the corresponding file match.

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

No. of Responses per Respondent: Provide the number of times each respondent will respond to an information collection. This is usually just once for requests under this generic, but there may be instances where a collection requires more than one response per respondent.

Estimated Time per Response: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group). This can be in minutes or hours.

Burden: Multiply: (No. of Respondents) x (No. of Responses per Respondent) x (Estimated Time per Response). If you provided an estimated time per response in minutes, divide the total product by 60 to provide a burden estimate in hours.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government. This should include only costs *directly* related to this specific data collection.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide a brief description of the sampling plan within this document or if the plan is more complex, you can include a description in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.