

Generic Clearance for the Collection of Routine Customer Feedback (OMB Control Number: 1670-0027)

TITLE OF INSTRUMENT

Conference or Security Seminar Feedback Survey

PURPOSE

The Infrastructure Security Division Chemical Security subdivision within the Cybersecurity & Infrastructure Security Agency (CISA) is submitting a new instrument for approval under 1670-0027 as a "Fast Track" submission in accordance with OMB Guidance.¹

The Infrastructure Security Division ISD Chemical Security subdivision within the Cybersecurity & Infrastructure Security Agency (CISA) is submitting for approval under 1670-0027 a new instrument titled the Conference or Security Seminar Feedback Survey, that will collect information about whether the conference and/or individual conference events were of value to participants and how it could be improved.

ISD Chemical Security will use responses to the instrument to evaluate effectiveness and quality of the conference or security seminar(s).

DESCRIPTION OF RESPONDENTS

Respondents to this instrument are expected to be comprised of industry and non-federal government stakeholders who attend conference events

Respondents will be requested to voluntarily complete the instrument during or after the conference or security seminar. The instrument will generally be a Survey Monkey questionnaire but may use other services such as Microsoft Forms. ISD Chemical Security will not collect respondent IP addresses.

TYPE OF COLLECTION

- ☐ Customer Comment Card/Complaint Form
- ☐ Usability Testing (e.g., Website or Software
- ☐ Focus Group
- ☒ Customer Satisfaction Survey
- ☐ Small Discussion 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.

¹ OMB issued guidance with respect to generic clearances on May 28, 2010 which may be viewed at https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/assets/inforeg/PRA_Gen_ICRs_5-28-2010.pdf.

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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.

POINT OF CONTACT NAME

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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
- If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No

GIFTS OR PAYMENT

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

The estimated annual burden for this instrument is 125 hours.

Category of Respondent	Number of Respondents	Time per Respondent	Burden (hours)	Annual Burden Cost ²
Participants of conference(s) or security seminar(s)	2,500	3 minutes	125	\$4,918.04
Totals	2,500		125	\$4,918.04

FEDERAL COST

The estimated Federal cost is \$1,940.69 and based on the estimates in the table below.

² The above Average Hourly Wage Rate is the [May 2020 Bureau of Labor Statistics](https://www.bls.gov/news.release/ecec.nr0.htm) average wage for “All Occupations” of \$27.02 times the wage rate benefit multiplier of 1.4534 (to account for fringe benefits) equaling \$39.34. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation. The benefits multiplier is estimated by dividing total compensation of \$39.01 by salaries and wages of \$26.84, based on Employer Cost for Employee Compensation, March 2021 data, released June 17, 2021. <https://www.bls.gov/news.release/ecec.nr0.htm>.

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Assumptions	Estimated Cost
One year subscription to Survey Monkey	\$0.00 (this annual cost is already accounted for under another instrument within 1670-0027)
20 hours a government employee's annual time at a GS level 14, Step 5 to review, analyze, and assimilate survey responses. ³	\$1,940.69
	\$1,940.69

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?

Generally, ISD Chemical Security will publish a link in an official forum used by the seminar or conference participants. On occasion a link may be e-mailed to participants based on registration data collected under 1670-0019 or another appropriate IC.

Administration of the Instrument

How will you collect the information? (Check all that apply)

☒ Web-based or other forms of Social Media

☐ Telephone

☐ In-person

☐ Mail

☐ Other

Will interviewers or facilitators be used? ☐ Yes ☒ No

³ Using the FY21 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS14, Step 5 is \$ 97.03 (\$ 138,866 annual salary/2080 = \$66.76 base wage rate x 1.4534 benefit multiplier = \$ 97.03 fully-loaded wage rate)Based on Employer Cost for Employee Compensation, March 2021 data, released June 17, 2021.
<https://www.bls.gov/news.release/ecec.nr0.htm>