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

TITLE OF INSTRUMENT

Cybersecurity and Infrastructure Security Agency-Education Management Information Systems Feedback Surveys

PURPOSE

Executive Order 12862 directs Federal agencies to provide service to the public that matches or exceeds the best service available in the private sector. In order to work continuously to ensure that our programs are effective and meet our customers' needs, the Cybersecurity and Infrastructure Security Agency's (CISA) Education Management Information Systems (EMIS) seeks to obtain OMB approval to collect feedback on training activities. The training activities examines e-Learning, In-Person Learning, Virtual Instructor-Led, and Performance-based training, and emerging and evolving risks that could significantly affect our programs.

This collection of information is necessary to enable the EMIS to garner stakeholder feedback in an efficient, timely manner, in accordance with our commitment to improving service delivery. The feedback collected from activity participants will help ensure that future participants have more effective, efficient, and satisfying experiences. The feedback will provide insights into stakeholder perceptions, experiences and expectations, and provide suggestions for improving future delivery of EMIS products. It will also contribute to improvements in program management for the program.

DESCRIPTION OF RESPONDENTS

Respondents to this instrument are expected to be comprised of industry and non-federal government stakeholders who attend/access training events.

Respondents will be requested to voluntarily complete the instrument after the training event. The instrument will be an electronic form through the EMIS Learning Management System. re. EMIS will not collect respondent IP addresses. Improving agency programs requires ongoing assessment of service delivery. The EMIS Branch will collect, analyze, and interpret information gathered through this feedback questionnaire to identify strengths and weaknesses of currently designed training activities for strategic foresight, and to make improvements to future deliveries of these activities. The solicitation of feedback will target areas such as: relevancy, effectiveness, and ideas on possible improvements. Responses will be assessed to inform EMIS efforts to improve or maintain the quality of strategic foresight activities offered to stakeholders. If this information is not collected, vital feedback from stakeholders of the EMIS's services will be unavailable.

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TYPE OF COLLECTION

The collection of information involves the use of automated electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission or responses, and the basis for the decision for adopting this means of collection, e.g., permitting electronic submission of responses, and the basis for decision for adopting this means of collection, also describe any consideration of using information technology to reduce burden.

The questionnaires will be administered as an electronic form that is presented to participants through an online Learning Management System (LMS) upon their completion of the training activity, In-Person-Instructor Led, Moderated Chat rooms sessions, and Virtual Instructor-Led sessions.

The use of electronic forms simplifies completion of closed-form questions and provides convenient word processing features to survey respondents on open-text questions. Automated data extraction is executed by the to reduce analysis burden and eliminate data entry errors. Data reports are available for access and export through the LMS.

[x] Virtual Instructor Led sessions
[x] In-Person
[x] Student Feedback Form
[x] Survey
[x] Chat Room

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.

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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 [X] No

- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [x] 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 [X] No

BURDEN HOURS

The estimated annual burden for this instrument is 900 hours.

Category of Respondent	Number of Respondents	Time per Respondent	Burden (hours)	Annual Burden Cost[1]
Virtual Instructor Led	3,559	0.04	142	$5,826
e-Learning	11,696	0.02	234	$9,601
In-Person Instructor Led	3,559	0.04	142	$5,826
Student Feedback	19,119	0.02	382	$15,673
Totals	**37,933**		**900**	**$36,926**

FEDERAL COST

The estimated Federal cost is $8,479 and based on the estimates in the table below.

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[1] Total Hourly Compensation Rate of $41.03, is from the June 2022 Bureau of Labor Statistics Employer Cost of Employee Compensation for civilian workers, including wages and benefits. The selection of civilian workers was chosen as the respondents for this collection could be expected to be from any occupation in either private sector or public sector, however excluding employees from the federal government. June 2022 data released September 20, 2022. Employer Costs for Employee Compensation Archived News Releases : U.S. Bureau of Labor Statistics (bls.gov)

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Assumptions	Estimated Cost
CISA assumes 1% of the system application hosting contract is spent on the collection of this information.	$8,479

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 [X] 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?

N/A

Administration of the Instrument

How will you collect the information? (Check all that apply)
[x] Learning Management System
[x] Instructors
[x] In-person
[x] Chat Room

Will interviewers or facilitators be used?] X] Yes [] No