

Request for Approval under the "Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery"
(OMB Control Number: 2030-0051; EPA ICR Number: 2434.235)

TITLE OF INFORMATION COLLECTION: ECHO Training Questions

PURPOSE:

The Integrated, Targeting and Access Branch (ITAB) within the Office of Compliance's Enforcement Targeting and Data Division conducts regular trainings on the Enforcement and Compliance History Online (ECHO). ECHO has a wide range of tools, searches and data visualizations to meet the needs of the broad audience it serves. ITAB staff conduct regular trainings to the public, States, Local Control Agencies/ Tribal and EPA. A standard set of post-training survey questions and poll questions would allow ITAB to foster engagement during the training and target the training based on the audience and to gain critical feedback on what went well in the training and what could be improved. This brief post-training survey and poll questions will allow ITAB to improve trainings and make sure the audience's training needs are being met. The survey and poll questions will be optional for attendees of the trainings/ webinars.

DESCRIPTION OF RESPONDENTS:

ECHO caters to a wide audience including the general public to an ECHO Gov login with government-only data and tools. Some trainings are delivered to the general public (open to states/ EPA as well). While other trainings have a more restricted audience to just EPA or just States/ LCON/ Tribal and EPA. We plan to deliver the same set of survey questions after all trainings in order to chart feedback consistently.

TYPE OF COLLECTION: (Check one)

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

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

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	1000	4 min	66.67 hrs.
State, local, or tribal governments	1300	4 min	86.67 hrs.
Totals	2300 per year		153.34 hrs./ year

FEDERAL COST: The estimated annual cost to the Federal government is: **\$0**

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 [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?

We do not have a list of respondents who will receive the survey, but we will gather this by knowing who attended the training or webinar. The survey will be distributed to everyone who attended the training, but it will be optional for them to fill it out. Depending on the size of the training, ITAB will use different platforms to deliver the training. ZoomGov will be used for larger trainings, and the survey will pop up automatically after the training ends. Smaller trainings will use Microsoft Teams, and in that case, the survey will be distributed by email as a fillable form.

Administration of the Instrument

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.

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 in the future.

Name: **Madeline LaPatra (lapatra.madeline@epa.gov)**