

**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: 2434.262)**

TITLE OF INFORMATION COLLECTION: Pesticide Safety Education Funds Management Program
Customer Satisfaction Survey

PURPOSE: EPA is requesting approval to modify and again conduct a customer satisfaction survey as part of the Pesticide Safety Education Funds Management Program (PSEFMP), a cooperative agreement awarded to the Extension Foundation. Under that agreement, the Extension Foundation administers subawards to Pesticide Safety Education Programs (PSEPs) at land grant universities.

Objectives of the Customer Satisfaction Survey are to:

- 1) Understand subawardees' experience applying for PSEFMP subawards.
- 2) Improve the application process for future subawardees.

DESCRIPTION OF RESPONDENTS:

Respondents to the Customer Satisfaction Survey will be the representatives of PSEPs who apply for subawards under the PSEFMP cooperative agreement.

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 from subawardees	56	5 minutes	280 minutes
Totals	56	5 minutes	4.67 hours

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

Aggregate data from this survey is included by the survey administrator, a recipient of an EPA cooperative agreement, in their quarterly reports. No additional EPA staff time is spent analyzing data beyond that which would already be expended in service of the cooperative agreement.

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?

The survey will be sent to those who complete the application process for a subaward under the PSEFMP cooperative agreement.

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.

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