

OMB Control #0693-0031

Expiration Date: 06/30/2021

NIST Generic Request for Customer Service-Related Data Collections

NIST Standards Education Workshop for Grantees

FOUR STANDARD SURVEY QUESTIONS

1. Explain who will be surveyed and why the group is appropriate to survey.

The collection instrument will be used as a post-workshop/post-training survey. The survey will be distributed to attendees of the NIST Standards Education Workshop for which registration is required. The attendees who will be asked to complete the survey are award recipients, stakeholders, and participants of the workshop, including NIST staff members who also attend the workshop.

This group is appropriate to survey because it represents the individuals whose views and opinions are important for NIST to understand to provide higher levels of customer satisfaction and to improve the awards program and associated products and services.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.

This survey was developed by an internal work team with responsibilities for planning and conducting training workshops. The collection instrument has been pre-tested within NIST for effectiveness and ease of use. Based on pre-tests, it is estimated to take less than two minutes to complete the survey when multiple choice questions are completed and less than five minutes to complete when a respondent completes the open-ended question.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.

To secure a high rate of response, the survey will be sent electronically via email. Since all the participants provide an e-mail address, a thank you email with a link to the survey will be sent within 1 day of the workshop ending. The expected response rate is 75%. A follow up email reminder will be sent to non-respondents asking them to please complete the survey, as it provides important information and feedback for future workshops. Sample emails are included in this submission as a supplemental document.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.

The answers for each question on the survey will be analyzed and the results of the survey will be used to improve the planning of future NIST Standards Education Workshops and to improve the NIST Standards Services Curricula Development Cooperative Agreement Program. The results of the surveys may also be used to comply with NIST agency-wide strategic planning requirements if requested by the NIST Senior Management to gather data for the Standards Services Curricula Development Cooperative Agreement Program.