

Request for a New Collection under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Services Delivery”

(OMB Control Number: XXXX-XXXX)

TITLE OF INFORMATION COLLECTION: *Criminal Justice Information Services (CJIS) Division Virtual Training Feedback-National Instant Criminal Background Check System (NICS)*

PURPOSE:

- To collect feedback from authorized federal, state, county, city, university and college, and tribal criminal justice agencies after attending one or more NICS Program training sessions.

DESCRIPTION OF RESPONDENTS:

Federal, state, county, city, university and college, and tribal law enforcement and criminal justice practitioners who are currently conducting the NICS for firearm related background checks for the transfer, possession or disposition of firearms. Respondents will be attendees of one or more training sessions offered by NICS.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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.
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: Andrea R. Setler
Training Instructor
CJIS Audit Unit
FBI Criminal Justice Information Services (CJIS) Division
304-625-7432

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes **X** 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, **X** No

BURDEN HOURS (Annually)

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal, state, county, city, university and college, or tribal governments	5,600	3 minutes	280 (hrs)
Totals	5,600		280 (hrs)

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?
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 respondent universe for the *CJIS Audit Unit Virtual Training Feedback-NICS Form* comprises one population. The population is the personnel from the approximately 18,000 federal, state, county, city, university and college, and tribal law enforcement and criminal justice agencies which utilize the NICS by conducting firearm related background checks in relation to the transfer or possession of firearms. They will be identified via a roster compiled before and during training. The burden estimates are based on annual anticipated course offerings and associated attendee volume per course. The collection is a voluntary request to elicit customer satisfaction on NICS training services received. The respondent is invited to participate in the collection via an e- mail invitation which contains a link to the online instrument.

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**

Submit all instruments, instructions, and scripts with the request.

The instrument will be hosted online, via an online survey tool utilizing FBI forms through Office of Public Affairs. A draft copy of the instrument is attached to the application package.