

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3045-0137)

TITLE OF INFORMATION COLLECTION:

AmeriCorps VISTA Sponsor Training – Participant Reaction Survey

PURPOSE:

The purpose of this information collection is to gather feedback from current AmeriCorps VISTA sponsors on training events provided by the VISTA program. The VISTA program will use the results of this survey to inform the design and implementation of training for all VISTA sponsoring organizations.

DESCRIPTION OF RESPONDENTS:

Respondents will be current staff of AmeriCorps VISTA sponsoring organizations, including personnel who directly recruit and supervise AmeriCorps VISTA members.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group
(Participant Reaction)

☐ Customer Satisfaction Survey
☐ Small Discussion Group
☒ Other: Level 1 Training Evaluation

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: Barbara Ellen Reynolds, VISTA Training Director

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
(1) Individuals—VISTA sponsors	800	5 minutes	67 hours
Totals	800	5 minutes	67 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$9,170.00.

The estimated cost to the Government is shown in the following table. It is estimated that it will take the Government 295 hour(s) to review and verify the information contained in each response each year. This estimate was developed by staff involved in the management of current activity.

Estimation of Cost to the Government	
Number of responses	800
Hours per response	0.25
Total estimated hours (number of responses multiplied by hours per response)	200
Cost per hour (hourly wage)	\$45.85
Annual burden (estimated hours multiplied by cost per hour)	\$9,170.00

Note: The cost per hour is based on the current salary of the VISTA Training Specialists who manage training evaluation (\$70,000; includes base salary + locality pay for Washington DC), plus the 36.25% civilian personnel full fringe benefit rate from OMB memorandum M-08-13. The average cost per hour is \$33.65 (average hourly rate) + \$12.20 (\$33.65 average hourly rate x 36.25% fringe) = \$45.85/hour (rounded to the nearest penny).

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?

AmeriCorps VISTA collects registration information for all training events and distributes the participant reaction survey directly to those who attend events. All training participants will be asked to complete the survey.

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
[X] 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.

Document title: VISTA Training Survey Nov 2023

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

Provide estimates of annualized costs to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies may also aggregate cost estimates from Items 12, 13, and 14 in a single table.

Example:

The estimated cost to the Government is shown in the following table. It is estimated that it will take the Government x hour(s) to review and verify the information contained in each response. This estimate was developed by staff involved in the management of current activity.

Estimation of Cost to the Government	
Number of responses	1180
Hours per response	0.25
Total estimated hours (number of responses multiplied by hours per response)	295
Cost per hour (hourly wage)	\$45.14
Annual burden (estimated hours multiplied by cost per hour)	\$13,316.30

Note: The cost per hour is based on the average of eight 2021 OPM GS hourly rates (base + locality) for a GS-11, step 1 employee living in our eight regions of operation, plus the 36.25% civilian personnel full fringe benefit rate from OMB memorandum M-08-13. The average cost per hour is \$33.13 (average hourly rate) + \$12.01 (\$33.13 average hourly rate x 36.25% fringe) = \$45.14/hour (rounded to the nearest penny).

The 2021 GS-11, step 1 hourly rates for the eight regions of operation are as follows: Austin, TX (\$31.57), Atlanta, GA (\$32.64), Columbus, OH (\$32.06), Concord, NH (\$34.49), Denver, CO (\$33.96), Kansas City, MO (\$31.29), Los Angeles, CA (\$35.37) and Philadelphia, PA (\$33.67).

The average hourly rate is the sum of these hourly rates divided by eight = \$33.13/hour (rounded to the nearest penny).

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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