Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback"

(OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: The Threat Lab/PERSEREC Core Training Evaluation

PURPOSE: Obtain customer satisfaction data from participants in Threat Lab professional development events for the purpose of improving future Threat Lab learning experiences.

Demographic data is collected to provide additional context around the 1) needs, expectations, and preferences of adult learners served by The Threat Lab's professional development events, and 2) support project general improvement, program management, and innovation in relation to professional development.

- Data on participant age helps identify the career stage and experience level of learners. Training developers may adjust content and delivery to help learners meet on-the-job roles and responsibilities. The Threat Lab may also optimize marketing strategies to reach new entrants to the insider threat community of practice.
- Data on state or territory of residence informs viable start and end times for virtual events, and whether events should be scheduled over multiple days. Residence data also helps The Threat Lab determine locations for future in-person events.
- Data on level of education ensures event materials match the desired level of technical detail needed for attendees.
- Data on gender and race provides information on the heterogeneity or homogeneity of learners. Attendees that identify primarily as one race or the existence of dissimilar proportions of male and female attendees may suggest a need to promote greater diversity, equity, and inclusion in Threat Lab events.

DESCRIPTION OF RESPONDENTS: Participants may be affiliated with an academic institution, private industry; and State, territorial, tribal, or local government. Most if not all participants will be part of the counter-insider threat community of practice and have subscribed to The Threat Lab distribution list at dodhra.threatlab@mail.mil. Professional roles and responsibilities may include, but not be limited to, organizational leaders and managers, insider threat and other security professionals, researchers, instructors, and students. Participants will be familiar with The Threat Lab program.

TYPE OF COLLECTION: (Check one)

[] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey

[] Usability Testing (e.g., Website or Software)   [] Small Discussion Group

[] Focus Group   [] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Leissa Nelson PhD, OPA

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:

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals working in academia	199	10 minutes	33.17 hours
Individuals working in the private sector	555	10 minutes	92.5 hours
Totals	**754**	10 minutes	**125.67 hours**

PUBLIC COST: $7,015.00

The total number of people the survey is anticipated to be administered to – including Federal employees and uniformed personnel – is 2150.

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

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

    a. 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?

Each professional development event has a target audience. Most events have a limited number of seats (20 to 50). The Threat Lab's event developers and PERSEREC identify target audience participants and communicate the event to them. Sponsors may assist in this effort.

Selected events are communicated to The Threat Lab distribution list with a larger number of seats available for participants (up to 500).

Evaluations are disseminated to participants who attend part of an event or the entire event.

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