

Request for Approval under the “Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”

TITLE OF INFORMATION COLLECTION: Forensic eXploitation Department Internal Training Feedback Survey

PURPOSE:

This survey helps to assess the success and or identify any potential gaps in the training program. The results help shape future trainees and improve the process and interaction with teams, disciplines, and directorates. The surveys help Forensic eXploitation Department (FXD) assess the effectiveness of its training program, adequacy of resources, responsibilities, planning requirements, and customer & personnel feedback on the execution of the course. It provides an opportunity for improvement.

DESCRIPTION OF RESPONDENTS:

FXD Forensic Examiners. This includes Agency government contractor and employees. Participants will be asked to complete the surveys after successfully finishing their contractor assessment and/or mentorship.

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: <u>Process Improvement</u> |

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: Dionna A. Lewis

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

I. Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households (Contractors)	30	15 minutes	7.5 hrs.
Totals	30		7.5 hrs.

PUBLIC COST: The estimated annual cost to the public is \$330.

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?
☐ 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?

Surveys are strictly voluntary and will be made available to all participants in a Training Program of Instruction or Assessment.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media (MS Forms)
☐ Telephone
☐ In-person
☐ Mail
☐ Other, Explain:

FXD Training Surveys are distributed from the FXD Quality Team mailbox and/or MS Forms link provided to the participant with instructions to complete the survey. Data is compiled and sanitized, as necessary, by a Quality Team POC for team and management review.

2. Will interviewers or facilitators be used? ☐ Yes ☒ No

All invitations will be directly submitted to potential respondents. Participants will be emailed the survey link from the FXD Quality Team.