

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: 637th Training Group (TRG) Defense Language Institute English Language Center (DLIELC) Post Graduate Survey

PURPOSE: The purpose of this survey is to gain feedback from International Military Students (IMS) graduates on the quality of the English Language Training Program (ELTP) in preparation for Follow-On-Training (FOT) provided by Defense Language Institute English Language Center (DLIELC).

DESCRIPTION OF RESPONDENTS: The respondents are IMS graduates of 637th Training Group (TRG)/DLIELC who have completed English Language Training and are currently attending follow-on-training in multi service locations. Respondents may be contacted by telephone via International Military Student Officer (IMSO), visited in-person at their FOT location, and via mail by IMSO. All communication is done through the IMSO. Telephonic surveys are conducted by a 637 TRG representative; responses are annotated according to respondent’s responses. In-person visits are scheduled by IMSO at FOT location, and mail correspondence is sent to IMSO for distribution to students and returned to IMSO for return thru e-mail.

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: Gerri Lee Vigil

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
Individuals (IMS Graduate Students)	500	10 min	83.33
Totals	500	10 min	83.33

PUBLIC COST: The estimated annual cost to the public is \$604

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

The targeted respondents for the Post Graduate Survey are International Military Students (IMS) who have graduated from DLIELC and are attending Follow-On-Training (FOT) course(s) in multi service locations. Enrollment lists for FOT locations will be generated from Security Assistance Network (SANweb), a web-based system.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - ☐ Web-based or other forms of Social Media
 - ☒ Telephone
 - ☒ In-person
 - ☒ Mail
 - ☐ Other, Explain
2. Will interviewers or facilitators be used? ☒ Yes ☐ No