

**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: Air Education and Training Command (AETC) Technical Training Management System (TTMS) End of Course (EOC) Survey

PURPOSE: The TTMS End of Course survey is used to gather student input to evaluate effectiveness of AETC technical training courses and any suggestions they may have towards improving the program.

DESCRIPTION OF RESPONDENTS: 847 foreign nationals who attend AETC technical training courses are administered the survey at the end of the program. The surveys are administered from the TTMS application at <https://eoc-ttms.cce.af.mil/Evaluation/studentlogin.cfm>, where students enter their class number and a key received from their instructor. They are then presented with the questions in the attached survey instrument and can record their responses in the online survey. The survey takes an average of 10 minutes to complete, for a total public burden of 141 hours.

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: _____ |

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.

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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

The only information collected that may be included in records subject to the Privacy Act is collected if respondents choose “Yes” when asked if they would like someone from the staff to contact them about a subject covered in the survey. This question is asked at the end of the survey, and the Privacy Act Statement is presented alongside the question, giving respondents the opportunity to review it before providing any PII.

The SORN associated with this information collection is the following:
DoD Training Systems, Defense Training Records, DoD 0005. (December 28, 2020; 85 FR 84316)

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
Foreign Nationals	847	10 minutes	141 hours
Totals	847		141 hours

PUBLIC COST: The estimated annual cost to the public is **\$1,023**.

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

All foreign military students graduating from technical training courses are asked to complete the survey, but response is entirely voluntary.

Administration of the Instrument

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