

**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: DP3 Foundational Online Course Student Survey

PURPOSE:

This questionnaire assists the USTRANSCOM, Defense Personal Property Management Office (DPMO), Training Management Team assess the value of the online course DP3 Foundational Course. Individuals who take this course are DoD Personal Property Program (DP3) clerks, counselors, inspectors, and supervisors. Additionally, this questionnaire enables DP3 personnel to provide corrections to the student material. Finally, this survey serves as communication channel to DPMO Training Management Team for students to recommend opportunities for improvement to the DP3 Foundational Course.

DESCRIPTION OF RESPONDENTS:

The respondents are DP3 clerks, counselors, inspectors, or other personnel responsible for any role in the movement of household goods in the DoD Personal Property Program (DP3) that have completed the DP3 Foundational Course.

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.

Name: Randy Hodges

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
Federal Contractors	349	2 minutes	11.63
Totals	349	2 minutes	11.63

PUBLIC COST: The estimated annual cost to the public is \$88.00

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 (and 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?

DPMO has a Personal Property Control log which houses contact lists based on roles. The DP3 Foundational Course will be advertised and offered to Directors, Personal Property Processing Offices, and Personal Property Shipping Offices. These individuals will be offered the survey.

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