

**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: CDSE eLearning End-of-Course Feedback Survey

PURPOSE: The Defense Counterintelligence Security Agency (DCSA) Center for Development of Security Excellence (CDSE) is required to evaluate education and training activities, including classes, seminars, workshops, symposia, and conferences. The eLearning Course Evaluation survey is used to collect course user experience data immediately following completion of an eLearning. The survey employs a set of model questions and additional custom questions. The information collected is used for the purpose of assessing and improving the availability, effectiveness, and usability of training and education services and products. Responses to these surveys are requested online immediately following the completion of a learning event. Responding is optional. No personally identifiable information is requested. Anonymity of responses is maintained. Responses are aggregated and summarized for reports that are reviewed by CDSE instructors, training program and course designers and developers, and management.

DESCRIPTION OF RESPONDENTS: The respondents to the information collection are individuals who have completed eLearning courses provided by the DCSA CDSE. Respondents comprise employees of the Department of Defense, employees of participants in the National Industrial Security Program (NISP), employees of other Federal Departments and State, and Local Governments, and other users. These surveys are made available to the population of learning event completers, including military personnel, DoD civilian employees, Federal Government civilian employees, and employees of contractors that participate in the NISP. The estimated response rate is approximately 12%. A small percentage of potential respondents (<1%) includes employees of state and local governments, educational institutions, or employees of foreign governments. Respondents participate because the CDSE solicits their input on training event satisfaction, experience, problems encountered in learning, and suggestions for improvement in order to identify problems and assure quality. The responses are also used as a factor in assessing effectiveness in meeting training program goals.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion 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.

- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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: Benjamin F. Curtis

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? ☐ Yes ☒ No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
- 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
1. Individuals or Households	7,500	10 minutes	1,250
2. Private Sector	120,000	10 minutes	20,000
3.State, local, or tribal governments	2,500	10 minutes	417
Totals	130,000		21,667

PUBLIC COST: The estimated annual cost to the public is \$1,588,308.

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

- 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?

All individuals that complete a class or course (eLearning) are identified as potential respondents. Each learning event is unique and individual participants should have an opportunity to provide feedback on their experience.

Administration of the Instrument

- 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