

**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: West Point Band Performance Feedback Survey

PURPOSE:

Information collection is necessary to gather program evaluation feedback from audiences that attend public performances by the United States Army’s “West Point Band” (stationed at the United States Military Academy, West Point, NY). This survey would become key to measuring the satisfaction level of those who attend Band events. Responses will be used to inform decision-making at multiple levels of the organization and will assist the Band in maintaining a stance of flexibility and continual improvement to better serve its audiences. It will also help ensure the Band can remain effective in being ambassadors on behalf of the Army and the United States Military Academy. The intent is for the survey to be ongoing, and general enough to be applicable to any of our future public performances. Results will only be analyzed by Band personnel (all active-duty Army Soldiers).

DESCRIPTION OF RESPONDENTS:

This survey will be accessible to anybody who visits the West Point Band’s website but is aimed at populations who have recently attended a West Point Band concert, event, or performance. The Band’s primary performance radius includes West Point, NY and other performance venues/locations within a two-hour drive. Mission requirements occasionally expand this reach to other US geographic regions. The survey will not be formally administered. Audiences will be made aware of the survey, to be completed at their voluntary discretion.

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: Master Sergeant Michael Reifenberg; West Point Band Plans and Assessments

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 or Households	1,250	10 min	208 hr.
Totals	1,250		208 hr.

PUBLIC COST: The estimated annual cost to the public is: \$4,638

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?

Potential respondents for this survey include anybody who has attended a West Point Band event (concert, performance, presentation, etc.). Audiences will be invited via live event announcements, email, and social media posts to provide feedback through our online survey form. No demographic information will be collected to further identify any respondents.

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