20Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0920-1050

TITLE OF INFORMATION COLLECTION: 2023 CDC Division of Workforce Development (DWD) Fellowship Webinar Customer Service Feedback Survey

PURPOSE:

The Centers for Disease Control and Prevention (CDC) seeks to obtain Office of Management and Budget (OMB) approval to collect feedback on the CDC Division of Workforce Development (DWD) Fellowship Webinars.

Every year, DWD Fellowships host recruitment and application webinars for interested candidates. The recruitment webinars are informational and provide an overview of the fellowship program, a space for current and former fellows to share their public health experiences, and a space for alumni to share how they are applying learned skills and experiences in their post-fellowship positions. The application webinars review the ins and outs of the application and selection process and provide tips for preparing a quality application for the highly competitive process. In 2023, up to six DWD fellowships, with up to four webinars each, would like to deploy this survey.

CDC is requesting OMB approval to collect feedback on the DWD fellowship webinars to a) determine how informative the webinars were to attendees about the fellowship and b) make recommendations for improvement for future programming. The fellowship programs intend to use the results of these data to improve the logistics, communication, and quality of the recruitment process and webinars for the future.

DESCRIPTION OF RESPONDENTS:

Respondents to the CDC DWD Fellowship Webinar Customer Service Feedback Survey are those who participate in the recruitment and application webinars held for DWD Fellowship programs. Attendee personally identifiable information (PII) will not be collected at the time of the survey; however, if respondents provide public PII, such as name and email, it will be delinked from other responses and only retained for future recruitment opportunities.

TYPE OF COLLECTION: (Check one)
Instruction: Please sparingly use the Other category

[ ] Customer Comment Card/Complaint Form   [**x**] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> policy decisions.

Name: Meagan Davis, MPH

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [**X**] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [ ] Yes [**x**] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [**x**] No

If Yes: Please describe the incentive. If amounts are outside of customary incentives, please also provide a justification

BURDEN HOURS
The feedback survey will be web-based and includes a total of 22 questions. Respondents will take approximately 7 minutes to complete the survey through the web-based Survey Monkey. The estimate for burden (hours) is based on results from a pilot version of this survey that volunteer contractor support completed. The average time it took for volunteers to complete the survey, including reading the instructions, was approximately 7 minutes.

We are seeking approval to collect feedback from approximately **600 individuals**. This estimate is based each of the 24 webinars with 50 participants each and based on a 50% response rate. We plan to share the survey web link during the end of the webinars and after the webinar via email. **Given 600 respondents with a response time of 7 minutes each, the total response burden will be 70 hours.** There will be no cost to the respondents other than their time to respond to the survey.

Category of Respondent	Number of Respondents[1]	Number of Responses per	Average Burden per	Total Burden (in hours)[2]

		Respondent	Response (in hours)	
Individuals who attended DWD Fellowship Webinars	600	1	.116	70
Totals				**70 hours**

FEDERAL COST

There are no equipment or overhead costs. The average annualized cost to the Federal Government to collect this information is $1,564.92. This estimate is based on the time required for one CDC FTE (GS-13) to supervise and one CDC FTE (GS-12) to design the survey, develop the web-based survey, implement the survey, analyze the data, and develop recommendations for improving the DWD Fellowship Webinars on the basis of survey results.

Staff or Contractor	Hours	Average Hourly Rate	Cost
FTE (GS-12): *Design survey, create web-based survey, analyze data and report results.*	15	$47.66	$714.87
FTE (GS-13): Provide guidance on data analysis. Provide feedback on the final report.	15	$56.67	$850.05
Totals	**30**	**-**	**$1,564.92**

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?   [**x**] Yes
    [ ] No

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
        [**x**] Web-based or other forms of Social Media
        [ ] Telephone
        [ ] In-person
        [ ] Mail
        [ ] Other, Explain

The DWD Fellowship Webinar Survey will be administered as a web-based survey. During the last few minutes of each webinar, the survey link will be provided to all participants. Following the completion of each webinar, an invitation email with a link to the survey will be sent to all the participants. Respondents will be given 2 weeks to respond to the survey. A

[1] **Number of respondents** = # of respondents for one survey
[2] **Total burden hours** = (Number of respondents) x (average burden per response)

reminder email will be sent twice: one at the beginning of week 2 and one on the day that the survey closes. Respondents will have to complete the survey in one sitting.

2. Will interviewers or facilitators be used? [ ] Yes [**x**] No