

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)

TITLE OF INFORMATION COLLECTION:

NIST NICE/FISSEA Post-Event Survey

PURPOSE:

The National Institute of Standards and Technology’s NICE program and Federal Information Security Educators (FISSEA) program coordinates several virtual and in-person events throughout the year. The NICE program, focused on advancing cybersecurity education and workforce, utilizes events to support their mission to energize, promote, and coordinate a robust community working together to advance an integrated ecosystem of cybersecurity education, training, and workforce development. Additionally, the FISSEA program utilizes events to support their mission to assist Federal agencies in strengthening their employee cybersecurity awareness and training programs.

Events held by NICE and FISSEA feature timely topics and speakers who are subject matter experts in the cybersecurity education and workforce fields. To ensure that events are bringing value to the broader public, NIST seeks to provide a post-event survey to event participants. The survey will help NIST learn from participants about what went well during the event and what could be improved upon.

Results from the survey will be used to improve NICE and FISSEA events so that said events are bringing the greatest valuable possible to the cybersecurity education and workforce communities.

DESCRIPTION OF RESPONDENTS:

Respondents will consist of those who register for a NICE or FISSEA event. Registration is typically open to the public, so anyone may join. Occasionally, events are held that are only open to US Federal employees.

Registrants typically include members from government, industry, academic, and non-profit organizations who are interested in cybersecurity awareness, education, training, or workforce development. Registrants may hold a variety of roles, to include: students, educators, trainers, human resources personnel, hiring managers, job seekers, and more.

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: **Danielle Santos and Elizabeth Reinhart**

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, 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 [**X**] No

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	70	5 minutes	6 hours
Private Sector	180	5 minutes	15 hours
State, local, or tribal governments	100	5 minutes	8 hours
Federal Government	250	5 minutes	21 hours
Totals	600		50 hours

BURDEN HOURS

FEDERAL COST: The estimated annual cost to the Federal government is \$468

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

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?

There is no sampling plan, as the list of respondents come from those who register for a NICE or FISSEA event. Registration is typically open to the public, so anyone may join.

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

Required Additional Information

1. Line of Business: **General Science and Innovation**
2. Subfunction: **Scientific and Technological Research and Innovation**
3. Privacy Act System of Records: **Not applicable.**
4. Federal Registration citation information: **Not applicable.**
5. Number of respondents for small entities: **0**
6. Percentage of respondents reporting electronically: **100%**

Every instrument must have the following displayed –

OMB Control No. 0690-0030

Current Expiration Date: XX/XX/202X