

Supporting Statement
NARA Class Evaluation - NA 2019
(OMB Control No. 3095-0023)

1. **Circumstances Making the Collection of Information Necessary.** NARA conducts a variety of training courses and workshops for the public and Federal government employees on archival and records management subjects, use of the Federal Register, and use of archival holdings. Assessment of the training by class participants provides NARA valuable information to ensure that the training meets customer needs.

In November 2007, NARA submitted a Change Worksheet to OMB requesting to tweak the form. The following 3 changes, which would allow a program office to use the form for their web-based training, were requested:

1. Use “course” instead of class (because the web-based courses are delivered anytime, anywhere);
2. Omit the items that pertain to instructor, because there is no instructor, and,
3. Include a focused question with one open-ended question (because that is our #1 training metric for NARA).

2. **Purpose and Use of the Information.** NARA developed this standardized class evaluation form in FY 2003 to allow uniform measurement of customer satisfaction with NARA training. The information collected on the class evaluation form is reviewed after each class by the class coordinator and information pertaining to specific instructors is shared with the instructor. The information is also used on a cumulative basis by management officials to assess the course content and delivery, and to modify both as necessary. On an annual basis, summary information from the forms concerning the types of customers who attended training and the overall customer satisfaction with NARA training is reviewed on a NARA-wide basis.
3. **Use of Information Technology and Burden Reduction.** One one-page form was created to cover the customer feedback needs of the varied courses offered. The form is completed by hand at the end of a class, or for some multi-day classes, at the end of each day. To help minimize respondents' burden, information technology is being used to allow pre-printing of certain course-specific and organizational information.
4. **Efforts to Identify Duplication and Use of Similar Information.** In developing these forms, an interoffice committee reviewed training evaluation forms used by other agencies and private vendors as well as forms previously used by NARA offices that had not received OMB clearance. No existing form met all the needs identified by NARA. The information requested on the forms is not available elsewhere, since it is the reaction of the student to the course just completed.
5. **Impact on Small Businesses or Other Small Entities.** No small businesses or entities are involved in this study.
6. **Consequences of Collecting the Information Less Frequently.** The class evaluations allow

NARA to assess the strengths and weaknesses of its training courses and instructors, and to modify the course curriculum and instructors presentations, if warranted. The evaluation forms are being used for a large number of different courses that are taught by a number of different instructors in a number of locations across the country. If evaluations were not conducted after each class, NARA would be less able to correct problems in a timely fashion and to meet the needs of its customers.

7. **Special Circumstances Relating to the Guidelines of 5 CFR 1320.5.** The information collection is conducted in a manner consistent with the general information collection guidelines in 5 CFR 1320.5.
8. **Comments in Response to the Federal Register Notice and Efforts to Consult Outside Agency.** NARA did not specifically consult with persons outside the agency on this information collection. A notice soliciting comments on renewal of the information collection was published in the *Federal Register* on May 4, 2009 (74 FR 20504 and 20505). No comments were received.
9. **Explanation of Any Payment or Gift to Respondents.** No payment or gift is provided to respondents for this information.
10. **Assurance of Confidentiality Provided to Respondents.** No assurance of confidentiality is provided to respondents because no identifiable information is solicited.
11. **Justification for Sensitive Questions.** No questions of a sensitive nature are asked.
12. **Estimates of Hour Burden Including Annualized Hourly Costs.** The number of respondents is estimated to be 6,830. The frequency of response is on occasion. The estimated total hour burden is 569, based on each form taking no more than 5 minutes to complete. The reporting burden estimate is based on the evaluation form being completed in class. The annualized cost to each respondent for the hour burden will vary from \$0.43 to \$2.50, depending on the respondent's occupation and purpose for taking the course. The low end of the range is based on an assumed value of personal time at \$5.15 per hour for respondents taking a genealogy workshop for personal use. The high end of the range is based on an hourly salary of \$30.00 for professional respondents taking an archival or records management course for work-related purposes.
13. **Estimate of Other Total Annual Cost Burden to Respondents or Recordkeepers.** NARA anticipates no additional cost burden to respondents beyond that which results from their customary or usual business or private practices.
14. **Annualized Cost to the Federal Government.** The annualized cost to the Federal Government for collection and use of the information from members of the public who attend the courses and workshops is estimated at \$22,173. This includes 86 hours for local customization and duplication of training evaluation forms at a GS-5 level, 588 hours for review and analysis of responses at an average of a GS-13 level, and 160 hours, at a GS-12 level, for

reporting. Costs related to administration of the forms for use by Federal employee participants have not been included.

15. **Explanation for Program Changes or Adjustments.** There is no change in burden.
16. **Plans for Tabulation and Publication and Project Time Schedule.** The information collection is not used for statistical studies. Individual narrative comments from the forms may be used to illustrate performance accomplishments in our annual performance and accountability report.
17. **Reasons Display of OMB Expiration Date is Inappropriate.** The expiration date for OMB approval of this information collection is displayed on the form.
18. **Exceptions to Certification for Paperwork Reduction Act Submissions.** There are no exceptions to the certification statement identified in Item 19 of OMB Form 83-I, Certification for Paperwork Reduction Act Submissions.