

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-0953)

TITLE OF INFORMATION COLLECTION:

Fatigue Prevention Training Module Customer Satisfaction and Feedback Survey

PURPOSE:

The Centers for Disease Control and Prevention (CDC), National Institute for Occupational Safety and Health (NIOSH) seeks to obtain Office of Management and Budget (OMB) approval to collect feedback on customer service delivery and satisfaction with a NIOSH fatigue prevention training module, currently under development, before the final product is released to the general public.

Recent discussions with industry members, pilots, and management staff identified a need for portable and easy-to-use fatigue prevention training tailored for commercial pilots in Alaska. Working conditions for pilots in Alaska are different than conditions elsewhere; pilots working in Alaska are subject to fatigue due to being based away from home for weeks at a time, long hours of daylight and darkness, financial pressure to deliver mail on a set schedule, seasonal operations such as the flight tour season or hunting and fishing seasons, and the small size of many of the operators, which may consist of only one pilot.

In response, NIOSH developed a CD/computer-based one-hour fatigue management training module designed to be incorporated into the annual pilot recurrent trainings required by federal aviation regulations. The customer service delivery objectives for the training include the following: (1) increase awareness of fatigue and the importance adequate sleep for health and well-being; (2) improve pilot knowledge of fatigue risk management by introducing relevant and useful fatigue management techniques, and (3) motivate pilots to consider how he/she might better prevent fatigue in the future.

To ensure that this NIOSH fatigue prevention training product will satisfy our customers’ needs (and previously stated objectives), NIOSH proposes to collect feedback from pilots (trainees) through a brief self-administered survey immediately following the delivery of the NIOSH fatigue prevention training module. Details of the survey administration are described below (see Administration of the Instrument). Results will help NIOSH to identify and incorporate any needed improvements prior to final release of the product; thus, ensuring that the delivery of our final training product meets our employer and pilot customers’ needs and expectations.

DESCRIPTION OF RESPONDENTS:

Respondents will be commercial pilots enrolled in a training course at one of two companies in Alaska: Hageland Aviation Services and Lynden Air Cargo. During initial discussions regarding the need for fatigue prevention training, several companies voiced interest in receiving the training. These two companies are holding annual re-current or initial pilot training in Anchorage, in January and February 2015. These companies have dissimilar operations (passenger vs. cargo, short legs vs. long haul), operate different sizes of aircraft (3,800 lbs. vs. 165,000 lbs. maximum gross weight) and employ pilots with different experience levels (minimum 200 hours vs. 5,000 hours of flight time). To ensure the training is appropriate for pilots working at diverse types of operations, we will request participation from these two companies. The companies will conduct training in Anchorage but the pilots’ worksites are

Travel	0
Materials	\$50
Total cost to government	\$2,050

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?

Two Alaska flight companies, Hageland Aviation Services and Lynden Air Cargo, have requested to evaluate the training materials in early 2015. The universe of potential respondents includes all pilots who enroll and attend annual pilot recurrent training at these two companies in early 2015 (no more than 150 pilots).

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

Participation will be completely voluntary and anonymous. Participants will receive no monetary incentive for participation. As previously mentioned, the NIOSH Fatigue Prevention Training will occupy only one hour of the week-long pilot training provided by the employer.

Specifically, immediately following the training, the survey will be administered as follows:

1. The survey packet will be distributed to all trainees.
2. The NIOSH researcher will read the introductory statement, “Why the survey?” on the cover of the survey explaining the purpose and informed consent, and inviting the trainees to participate in the survey.
3. The trainer will provide 15 minutes for those who elect to participate to complete the survey.
4. At the end of the 15 minutes, the trainer will circulate an 8 ½ x 11” envelope. All trainees will be asked to insert their survey into that envelope – regardless of whether or not he/she has elected to complete the survey. In this way, trainees will not feel coerced or required to participate.
5. The NIOSH researcher will collect the survey envelope from the instructor.