

Request for Fast-Track Approval for Collecting Feedback on OSDBU Post Event Evaluation: White Paper

Situation

The Department of Veterans Affairs, Office of Small and Disadvantaged Business Utilization (OSDBU) requests approval for the Fast-Track process (or generic clearance) for collecting service delivery feedback under the Paper Reduction Act (PRA). OSDBU intends to retrieve the following information: (1) to measure the effectiveness of outreach and training events where OSDBU participates; (2) to determine the return on investment (ROI) of these events; and (3) to determine the level of satisfaction of the entity or person who extended the invitation. The information will be collected from State Directors of Veterans Affairs, Program Managers, Marketing Directors, and Industry Leaders, among others, in regards to their experiences with the OSDBU team once they has participated in an outreach event or speaking engagement.

PRA Information Supporting the Fast-Track Process

The Fast-Track Process is designed for information collections that focus on the awareness, understanding, attitudes, preferences, or experiences of customers or other stakeholders relating to existing or future services, products, or communication materials (FAQs for New Fast-Track Process, Point 2, page 1). The OSDBU Post Event Evaluation collection focuses on experiences regarding OSDBU's performance during outreach events and how OSDBU can improve the service provided to our stakeholders.

As this information collection intends to learn about the customer level of satisfaction with OSDBU's performance a generic clearance is being requested (FAQs for New Fast-Track Process, Section III, page 3). The estimate of the hour burden of the collection (5 hours per year) and the fact that the collection does not raise substantive or policy issues supports its suitability for a fast-track process (FAQs for New Fast-Track Process, Section XI, page 4).

If results need to be shared with potential attendees, it will be indicated that these are not generalizable to the population of study, as established on the *FAQs for New Fast-Track Process*, Section IX, page 5.

Summary

OSDBU has already scheduled 30 outreach and speaking events for this year. Some of these events are happening within the next few weeks. Due to this fact, OSDBU requests a fast-track approval process in order to collect the data as soon as possible. This is a customer satisfaction, low-burden collection report whose results would be fundamental for the improvement of OSDBU's short and long term outreach strategies.