

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)

TITLE OF INFORMATION COLLECTION: *EnviroAtlas Training and Resources Customer Satisfaction Survey*

PURPOSE:

The purpose of this ICR is to collect information on EnviroAtlas users’ experience with the EnviroAtlas webinars as part of a 2020/2021 EnviroAtlas webinar series. The information gathered from this collection largely focuses on users’ satisfaction with the content, functionality and usefulness of the EnviroAtlas trainings. The survey also seeks to understand whether the webinars/trainings are sufficient in introducing attendees to EnviroAtlas tools and resources. Under this ICR, EPA will collect information necessary 1) to gauge respondents’ satisfaction with the webinars/trainings on EnviroAtlas, 2) to understand respondents’ needs and potential uses for EnviroAtlas, and 3) to improve the ability of EnviroAtlas trainings to increase user confidence and relevance with the EnviroAtlas tools & resources. Evaluating EnviroAtlas trainings according to respondents’ experiences will allow the EnviroAtlas team to modify and improve their trainings going forward.

This information collection will be conducted using low-burden web surveys.

DESCRIPTION OF RESPONDENTS:

Respondents will consist of those individuals who have attended a presentation or training on EnviroAtlas, including the following: online overview webinars, webinar trainings, in-person presentations at conferences/events, and longer in-person trainings. Surveys will be sent out as part of the post-training follow-up materials, and all responses are voluntary.

At present, the list of potential respondents includes the following: individuals from federal government, state/local government, university/research institutions, non-profit organizations, and concerned citizens. We expect our respondents to be wide-ranging, including students, government employees and contractors, city planners, and educators, among others. We have selected the “Individuals or Households” respondent group, as the respondents will be representing their own view of the webinar/training, and not that of their organization.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Individuals or Households	2500	5 minutes	208
Totals			

FEDERAL COST:

The estimated annual cost to the Federal government is \$9,840

10 hours/month (ORISE fellow) x \$34 hourly rate = \$4,080 annual

10 hours/month (EPA Fed) x \$48 hourly rate = \$5,760 annual

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?

The EnviroAtlas Team is leveraging existing webinar series with partner organizations (e.g., National Environmental Health Association, American Planning Association, etc) who organize information and training webinars on tools and resources like EnviroAtlas. Those organizations provide voluntary registration for their webinars and send follow-up emails post webinar/training. The survey link will be sent to all webinar/training participants who registered and for whom there is an available email address.

The EnviroAtlas Team also has a list of ~1,000 people who are signed up to receive quarterly EnviroAtlas bulletins via GovDelivery. An invitation to participate in the webinars will be sent to that group and requested that they share with their networks; all participants will voluntarily sign up for the webinar and subsequent survey.

Attendees of conference sessions or other trainings will be asked if they want to voluntarily receive the satisfaction survey. Survey responses will be completely voluntary.

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

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Please make sure that all instruments, instructions, and scripts are submitted with the request.