

# **Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1009)**

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**TITLE OF INFORMATION COLLECTION:**

Division of Violence Prevention Webinar Participant’s Feedback

**PURPOSE:**

The Division of Violence Prevention (DVP) funds various state and local awardees to implement and evaluate violence prevention programs. As part of various cooperative agreements, CDC provides sponsored activities to support awardees with implementation and/or evaluation of their initiatives. The Prevention Practice & Translation Branch (PPTB) provides these sponsored activities in the form of technical assistance, training, resources, and supports to the funded awardees and practitioners in the field. Through a virtual web-based platform, Adobe Connect, PPTB provide training and technical assistance in a variety of webinar formats including instructional didactic learning, group-based discussions, demonstrations, and virtual office hours.

The purpose of this request is to gather timely feedback from webinar participants on the delivery of web-based technical assistance, guidance, and training. Feedback gathered, including satisfaction with delivery and content, will help improve future webinars and ensure DVP is providing efficient and effective service delivery. The information collected will provide a feedback mechanism to identify areas of improvement and allow for ongoing communication and collaboration with funded awardees. Participant feedback is vital to ensure the webinars are beneficial for participants, and without such data collection this information would be unknown.

**DESCRIPTION OF RESPONDENTS:**

Potential respondents are individuals who attend a webinar delivered by PPTB. Webinar participants could include state or local health department staff, public health practitioners, and researchers responsible for implementing and evaluating violence prevention programs and strategies.

**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.

Name: \_\_\_\_\_ Karen Angel \_\_\_\_\_

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:**

The target respondents will be all participants who attend PPTB webinar. The webinars are for technical assistance and training for the funded awardees. A web-based Webinar Feedback Form (Attachment 1–1a) will be open immediately following the webinar. The Webinar Feedback Form and a link to the web-based Webinar Feedback Form will be emailed directly to all webinar participants following the conclusion of the webinar (Attachment 2) and a reminder will be sent on the day before it closes (Attachment 3). Participation in the data collection will be voluntary.

The Webinar Feedback Form include 12 questions, 7 of which are required closed-ended questions and 0 are required open-ended questions. Questions ask about the participants’ satisfaction with the webinar content and delivery; no personally identifiable information will be collected. Based on a pilot test with 5 CDC staff, each Webinar Feedback Form takes an average of 3 minutes to complete. There will be no direct costs to the respondents other than their time to respond to the survey.

Category of Respondent	No. of Respondents	Participation Time	Burden in hours
Webinar Participants	800	3/60	40
<b>Totals</b>	800		40

**FEDERAL COST:**

The estimated annual cost to the Federal government is \$3,211.12.

**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?

Customers are individuals who voluntarily attend PPTB webinars, and they include state or local health department staff, public health practitioners, and researchers responsible for implementing and evaluating violence prevention programs and strategies. Customers are informed of webinars

through CDC listerv announcements (Attachment 4), DVP partners' announcements (Attachment 4), and CDC Program Officers.

No sampling will be conducted in order to gather feedback from any webinar participants who is willing to volunteer feedback. Participants must provide an email address in order to gain access to the webinar via Adobe Connect. Immediately following the webinar, a link to the online webinar feedback form will be emailed to participants of the webinar to provide voluntary feedback.

Data collected from the web-based tool will be downloaded, reviewed, and analyzed in Excel. Descriptive statistical analysis of quantitative data and thematic analysis of qualitative responses will be conducted. The results of the analysis will be shared internally with DVP and PPTB stakeholders (presenters, project officers, and leadership) to inform continuous service improvement.

### **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.**