

**SAMHSA National Resource Center for
Mental Health Promotion and Youth Violence
Prevention Performance Assessment**

National Resource Center for Mental Health Promotion and Youth Violence Prevention
Office of Management and Budget
Customer Satisfaction Feedback Forms
Supporting Statement Part A

A. Background

November 9, 2015

The Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS) is seeking Office of Management and Budget (OMB) approval to collect customer satisfaction feedback about the National Resource Center for Mental Health Promotion and Youth Violence Prevention (NRC). The NRC serves as a national resource and training center to increase the effectiveness of grant-funded efforts to prevent youth violence and mental, emotional, and behavioral disorders, and to promote healthy child development. Through a cooperative agreement, SAMHSA is funding the NRC to support the training and technical assistance (T/TA) needs of two SAMHSA grant programs: the Safe Schools/Healthy Students Program (SS/HS) and Project LAUNCH (Linking Actions for Unmet Needs in Children's Health). In addition, the NRC is funded to disseminate resources and provide technical assistance to the general field of mental health promotion and prevention. The purpose of these customer satisfaction feedback forms is to inform the NRC about the T/TA they are providing and to make any necessary corrective actions in programming or services to ensure delivery of high quality T/TA to both SS/HS and Project LAUNCH grantees, as well as, to professionals in the field unaffiliated with either grant program.

B. Brief statement of goals of the proposed data collection

SAMHSA's overall goal is to provide high-quality T/TA services that enhance the capacity of the SS/HS and Project LAUNCH grantees to fulfill the vision and mission of their programs in states, territories, tribes, and local communities.

The customer satisfaction feedback forms are designed to meet specific performance assessment and program improvement goals. First, they are designed to obtain immediate user feedback on specific T/TA activities, such as online learning events (webinars), in person training events, and online learning modules. In addition, the NRC uses customer satisfaction feedback forms designed to collect feedback on the use of specific T/TA products, such as the NRC's website and TA Gateway (a password protected portal designed specifically for grantees). For the first three years of this cooperative agreement (FY 2014, FY 2015, and FY 2016), the NRC has been using customer satisfaction feedback survey instruments previously approved under OMB No. 0930-0197. This current OMB clearance request covers Year 4 (FY 2017) of the NRC, plus continued use of these instruments for another two years after the end of the current project.

Specifically, OMB expedited review is sought for the following instruments:

1. T/TA online feedback protocols and instruments (Attachment 1 and Attachment 2)
 - a. NRC Online Feedback Form
 - b. NRC Online Learning Module Feedback Form
2. T/TA in-person feedback protocols and instruments (Attachment 3 and Attachment 4)
 - a. Onsite In-Person Training Feedback Form
 - b. Offsite In-Person Training Feedback Form

3. Public Website and TA Gateway user feedback protocol and instruments (Attachment 5)
 - a. NRC Public Website User Feedback Form
 - b. NRC TA Gateway Feedback Form
4. TA customer satisfaction protocol and instrument (Attachment 6)
 - a. TA Customer Satisfaction Feedback Form

C. Overview of data collection methods

C.1. Types and Frequency of Data Collection

This section describes the data collection methods and instruments that are included in this OMB clearance request.

1. T/TA online feedback protocols and instruments. Online feedback forms are web-based forms customized to assess the achievement of the learning objectives of specific NRC online learning events, webinars, and online learning modules. The surveys will be administered to attendees immediately after they complete each online learning event, webinar, or online learning module. The results are analyzed and reported back to NRC staff for quality improvement purposes and summarized in performance assessment reports.
2. T/TA in-person feedback protocols and instruments. The NRC staff conduct in-person trainings. These trainings can take place onsite at the grantee location or offsite, usually near (or at) SAMHSA Headquarters in Maryland. These feedback forms are provided to participants at the end of each day of the onsite or offsite training. The results are analyzed and reported back to NRC staff for quality improvement purposes and summarized in performance assessment reports.
3. Public Website and TA Gateway user feedback protocol and instruments. Brief online surveys are embedded in the NRC's public website and TA Gateway to collect user feedback information. Selected pages of the public website and TA Gateway feature customized, clickable "buttons" that direct users to a survey, that are available on an ongoing basis. Feedback from users will help SAMHSA determine the site's ease of use, and users' perceptions of the quality and utility of the content provided. The survey data will be tracked monthly for continuous quality improvement purposes and will be summarized in an annual performance report.
4. TA customer satisfaction protocol and instrument. This brief online feedback form will collect satisfaction feedback regarding T/TA activities requested by a grantee or initiated by the NRC. The feedback form will be sent to the TA recipient as soon as the activity is completed and closed out in the TA Tracker system. The data collected will supplement information gathered from the other data sources. The results will be used for continuous quality improvement purposes and summarized in annual performance assessment reports.

C.2. Use of Technology to Reduce Respondent Burden

Efforts will be made to limit the burden on individual respondents through the use of technology. The project's online and in-person feedback forms, website and TA Gateway feedback forms, and TA customer satisfaction questionnaire will be administered online. The use of online feedback forms reduces respondent burden and improve the quality of data collection in several ways. A customized URL can be embedded in an email invitation, easing response burden. Online technology also use software with built-in data entry and quality control mechanisms that are used to reduce errors that might otherwise require follow-up.

- Online and in-person feedback forms: Adobe Connect and/or SurveyMonkey will be used to engage participants in online learning events and webinars. SurveyShare will be employed for users of online learning modules. Qualtrics or paper and pencil administration will be used to collect customized feedback surveys of in-person training events.
- Public Website and TA Gateway user feedback forms: The website feedback form will be available through the Drupal platform. SurveyMonkey will be used for TA Gateway feedback forms.
- TA customer satisfaction feedback form: This feedback form is sent through SurveyMonkey or a similar online platform.

D. Estimate of Annual Response Burden

The proposed data collection does not impose a financial burden on respondents, nor will they incur any expense other than the time spent participating in providing feedback. The estimated annual burdens for the respondents are listed in Table 1. The total annual burden is expected to be 106.7 hours. Based on our calculations, the estimated annual cost for data collection is \$3,678.

Table 1. Estimated Annual Burden Hours and Costs

Form Name	Number of Respondents	Responses per Respondent	Responses per Year	Hours per Response	Total Annual Hour Burden	Hourly Wage Rate	Total Annual Cost (\$)
OLE/ Webinar Feedback Form	180	1	180	.17	30.6	33.74	1,032.44
OLM Feedback Form	75	1	75	.17	12.75	33.74	430.19
Offsite Training Feedback Form	110	1	110	.17	18.7	33.74	630.94
Onsite Training Feedback Form	20	1	20	.17	3.4	33.74	114.72
Website/TA Gateway Feedback Form	72	1	72	.08	3.44	33.74	194.34
TA Customer Satisfaction Feedback Form	756	1	756	.05	37.8	33.74	1,275.37
Total Burden	1,213		1,213		106.7		\$3,678

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Attachments

Attachment 1: NRC Online Feedback Form

Attachment 2: NRC Online Learning Module Feedback Form

Attachment 3: Onsite In-Person Training Feedback Form

Attachment 4: Offsite In-Person Training Feedback Form

Attachment 5: NRC Public Website and TA Gateway User Feedback Forms

Attachment 6: TA Customer Satisfaction Feedback Form