

Supporting Statements for the Paperwork Reduction Act Submission

Agency: Office of Justice Programs, Office for Victims of Crime
Title: **OVC TTAC Feedback Form Package:**
Call Center Feedback
Consultant Feedback
Customized TTA Participant Feedback
Focus Group Protocol
Future Training and Technical Assistance Needs
Materials User Feedback
NVAA Instructor Feedback
NVAA Supervisor Feedback
Online Training Participant Feedback
Participant Followup
Pilot Training Participant Feedback
Requester Feedback
Scholarship Applicant Feedback – Organizational Scholarship/Conference Support
Scholarship Applicant Feedback – Professional Development Scholarship
Scholarship Event Feedback – Organizational Scholarship
Training by Request Participant Feedback
Training by Request Post-Training Assessment
Training by Request Pre-Training Assessment
VictimLaw Web Feedback
Webinar Participant Feedback
Website Feedback
Work Plan Request/Intensive TA Participant Feedback

A. JUSTIFICATION

1. Necessity of Information Collection

The Office for Victims of Crime (OVC) is a Federal agency within the Office of Justice Programs, U.S. Department of Justice. This is a request for a revision of OVC TTAC feedback forms covered under collection 1121-0341 (collection 1121-0342 will be discontinued and combined with this revision) to serve the information needs of OVC TTAC under the Office of Justice Program contract.

Congress formally established OVC in 1988 through an amendment to the 1984 Victims of Crime Act (VOCA) to provide leadership and funding on behalf of crime victims. The mission of OVC is to enhance the nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for victims of crime. As

one part of its mission, OVC is committed to providing victims of crime with access to comprehensive, quality services. One of the ways it does this is through its Technical Assistance, Publications and Information Resources Unit (TAPIR). TAPIR develops and disseminates training, technical assistance (TA), and information resources that support victim service providers and allied professionals. To further the dissemination of these resources, TAPIR manages the OVC Resource Center (OVCRC), the OVC Training and Technical Assistance Center (OVC TTAC), education and outreach initiatives, and the publication and dissemination of OVC materials and grant products.

This training and technical assistance center works to further the agency's mission through increasing access to resources in the field. OVC TTAC was created in 1998 to serve as a central access point for OVC's training and technical assistance (TTA) resources and to funnel resources to local, state, tribal, and Federal agencies to strengthen their capacity to serve victims. OVC sponsors training on victim issues for service providers, law enforcement personnel, prosecutors, the judiciary, clergy, and medical and mental health professionals. OVC TTAC provides user-friendly, efficient, and cost-effective resources by training agencies and organizations on victim-related topics; providing technical assistance in areas such as policy and program development, management, and evaluation; and maintaining a Consultant Network of experts to support OVC's initiatives, customized TTA, and operate a speaker's bureau for conferences, focus groups, and other meetings. OVC TTAC does this through a process that includes needs assessment, analysis, service coordination, and follow-up. Secondly, OVC TTAC works collaboratively with the OVC training and TA provider consortium to help develop or enhance their service delivery capabilities. OVC TTAC assistance in this area includes materials development, arranging topical training sessions, the delivery of specialized TA to support program development, and maintenance of an interactive Website designed to cultivate communication across providers and to promote shared learning between the providers and the field at-large.

OVC and OVC TTAC are interested in assessing client satisfaction with assistance provided, and obtaining client feedback on how assistance can be improved. OVC TTAC's evaluation team conducts these assessments for OVC by collecting data from participants, requesters, and consultants/instructors, analyzing this data, and creating reports for OVC TTAC and OVC for internal improvement purposes. The current package includes 22 different survey instruments that collectively establish the OVC TTAC Feedback Form Package. With the exception of Focus Group Protocol and Training by Request Pre-/Post-Training Knowledge Assessments required for Continuing Education Unit (CEU) credits, the evaluation team does not share identifiable survey data with anyone outside of the evaluation team. The Focus Group Protocol will also report all information as de-identified; however, this form may also be administered and resulting information synthesized by the programmatic team of OVC TTAC (as

opposed to the evaluation team). In addition, surveys do not require identifiable information, although participants may provide contact information for a future followup survey if they desire. An exception to this is for forms where identification is required for CEU purposes (e.g., pre/post knowledge assessments) or for reimbursement purposes (e.g., consultant, scholarship, conference support forms). The procedures for sharing and protecting this personally-identifiable information are described in item 2 below. All information collected on the feedback forms is protected in accordance with the Privacy Act of 1974.

2. Needs and Uses

This is a compilation and extension of the previously approved OVC TTAC Feedback Form Package and the OVC TTAC Online Trainings Package. This information collection request is designed specifically to monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The Package is comprised of the following forms: Call Center Feedback, Consultant Feedback, Customized TTA Participant Feedback, Focus Group Protocol, Future Training and Technical Assistance Needs, Materials User Feedback, NVAA Instructor Feedback, NVAA Supervisor Feedback, Online Training Participant Feedback, Participant Followup, Pilot Training Participant Feedback, Requester Feedback, Scholarship Applicant Feedback – Organizational Scholarship/Conference Support, Scholarship Applicant Feedback – Professional Development Scholarship, Scholarship Event Feedback – Organizational Scholarship, Training by Request Participant Feedback, Training by Request Post-Training Assessment, Training by Request Pre-Training Assessment, VictimLaw Web Feedback, Webinar Participant Feedback, Website Feedback, and Work Plan Request/Intensive TA Participant Feedback. Each survey instrument will be used to assess client satisfaction with of OVC TTAC's training and technical assistance activities and to assess client perspectives on how such services can be improved.

Personally identifying information will not be released by the evaluation team, with the exception of (1) providing names of those who completed forms that are required for reimbursement purposes, (2) providing pre/post knowledge assessment scores to the CEU coordinator so he/she can determine whether they meet the criteria for CEU credits, (3) providing event feedback about scholarship-supported events to the scholarship team (this is only for one section of the scholarship applicant form), and (4) the focus group protocol which may be used by the programmatic team of OVC TTAC rather than the evaluation team. In all cases, the survey instructions clearly and explicitly explain these restrictions on confidentiality.

OVC TTAC employs on-site procedures to further secure personally identifiable information. Evaluation data cannot be viewed by anyone outside of the evaluation team members, who have signed certificates of confidentiality. These certificates indicate that the

identity of persons interviewed and related data are to remain confidential; that the removal of names or disclosure of identities and related information is strictly forbidden; and that the contents of interviews are not to be discussed with anyone except Needs Assessment and Evaluation team members. Online survey data is stored on a secure Web server until it is extracted and imported into the evaluation team's databases in a secure-access folder. Hard-copy participant forms are to be collected by the event requester, placed in a sealed envelope, and mailed directly to the evaluation team. The evaluation team then enters the data into its secure electronic databases and stores the hard-copy forms in a locked file cabinet. All data is aggregated for analyses and reporting (except for the focus group protocol where data will be de-identified but not aggregated).

- The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. This survey is administered on a weekly basis so respondents can more easily recall the assistance received from the Call Center. The online survey will be delivered to the sample by email, but respondents may request a hard-copy version if they prefer. The survey is designed to gather information about the caller's experience with the Call Center, satisfaction with assistance received, and the respondent's professional background. This form does not request that the respondent provide personally-identifiable information.
- The *Consultant Feedback* forms will be sent by email to any consultant/instructor providing at least two hours (in one session) of training or technical assistance through OVC TTAC. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Consultants are asked to complete the form within one week after the event. The form is designed to gather information about the consultant's satisfaction with the assistance/support received by OVC TTAC during planning. This form requires the consultant's name, because completing this form is a requirement for reimbursement. However, the evaluation team shares only the name (and not identifiable survey data) with other members of OVC TTAC.
- The *Focus Group Protocol* will be used for leading focus groups, either through online forums, other virtual meetings, or in-person meetings. The protocol includes a wide variety of questions that might be asked in a typical focus group. No single focus group would use all of the listed questions; instead, this would serve to be a list of approved questions for focus groups in the future. The typical focus group would cover approximately 12 questions during a 90-120 minute period. The questions are designed to gather information about diverse topics, including providing feedback on resources or tools, exploring the needs of a field, and gathering information about a certain project or

response, such as planning activities, challenges, and lessons learned. The protocol does not include questions of a sensitive nature, and all responses will be de-identified for reporting.

- The TTAC *Future Training and Technical Assistance Needs* form is a general form that any TTA participants or website users can complete to indicate if they have TTA needs or if they would like to be added to the OVC TTAC listserv. This form is not part of the evaluation team's protocols, but is an additional form OVC TTAC can use to identify unmet needs of the community. This form may be handed out at in-person events or may be delivered electronically.
- The *Materials User Feedback* form will be administered to every person accessing OVC TTAC's applicable online curriculum resources through a pop-up request to participate in a survey (either at that time or at a later date). The form is completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The form is designed to gather information about the participant's satisfaction with the downloaded materials. This form does not request that the respondent provide personally-identifiable information other than their zip code for purposes of mapping respondents to understand usage trends.
- The *NVAA Instructor Feedback* form will be administered to instructors of the National Victim Assistance Academy, an online training academy. The instructors will be sent a link to an online survey by email, but they can request to complete a hard-copy version if they prefer. The survey is designed to gather information about the instructor's satisfaction with the assistance received from OVC TTAC in order to prepare and deliver the training, feedback on the curriculum and materials, and suggestions for improvement for the NVAA. This form does not request that the respondent provide personally-identifiable information, other than the training they instructed. This will be used to identify who has fulfilled the reimbursement requirements.
- The *NVAA Supervisor Feedback* form will be administered to supervisors of National Victim Assistance Academy participants. Participants give their supervisor's contact information when they register for the training. The Evaluation Team uses this contact information to email supervisors a link to an online survey (hard-copy versions can be sent by request) three months after completion of the Academy. The survey is designed to gather information about how the participant's involvement of the NVAA impacted the participant, their work, and the organization for which they work. This form does not request that the respondent provide personally-identifiable information.

- The *Online Training Participant Feedback* form will be administered to every person accessing OVC TTAC’s applicable online trainings (e.g., AMSAAT, Elder Abuse, Identity Theft, NVAA, and VAT), either by email collected through registration or by a pop-up at the end of the training. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The form is designed to gather information about the participant’s satisfaction with the service received. The form is also customizable to a number of online training needs. For instance, the introduction can either say that it’s completely voluntary or that it is required for CEU accreditation, depending on the training. Some trainings have modules and necessitate the module-level questions, while these questions would be removed for simpler online trainings. Self-paced trainings will not use presenter questions, while trainings with “virtual classrooms” with an active instructor (like the NVAA described below) will. Highlighted questions are also known questions that are relevant for only certain online trainings. This form does not request that the respondent provide personally-identifiable information other than their name *if* completion is required for CEU accreditation or email address if they want to participate in a 3-month followup survey.

- The *Participant Followup* forms will be sent by email (also through an online survey link) three months after the event to those participants who provided their email address on the *Participant Feedback* forms described above. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The *Participant Followup* surveys assess, 3 months after the event, client perceptions about the extent the TTA event changed their knowledge, ability to serve victims and collaborate with others in the field, and actions/behaviors. The survey also asks about how useful the materials have been and how the respondent has applied the learned knowledge/skills.

- The *Pilot Training Participant Feedback* form will be used to gather critical information about curricula in development. This form can be administered to anyone who observes a pilot training, whether they are pilot participants or staff or consultants. This form is similar in content to the Training by Request Participant Feedback form, but includes additional open-ended questions about the content, timing, and materials of the training for planning purposes. The form will be administered in-person at the conclusion of a pilot event.

- The *Requester Feedback* forms will be sent by email to every person requesting training and technical assistance through OVC TTAC. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or

faxed to the respondent, as needed). Requesters are asked to complete the form within one week after the event. The form is designed to gather information about the requester's satisfaction with the service received and with the consultant(s) assigned to deliver the request. This form does not request that the respondent provide personally-identifiable information other than the name of the event being assessed.

- The *Scholarship Applicant Feedback – Organizational Scholarship/Conference Support* form will be sent by email to any individuals representing organizations that apply to receive funding support to cover conference costs for victims or a conference their organization is planning. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent's experience with the application process and organizational characteristics. This form requires the respondent to provide his/her name if he/she was awarded a funding (since completion of the survey is a requirement for reimbursement), but the evaluation team shares only the name (and not identifiable survey data) with other members of OVC TTAC. This is stated explicitly on the form. Applicants who were not awarded funding are not required to provide any identifiable information.

- The *Scholarship Applicant Feedback – Professional Development Scholarship* form will be sent by email to any individuals who apply to receive a scholarship. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent's experience with the application process, professional background, and feedback on the event (if he/she was awarded a scholarship). This form requires the respondent to provide his/her name if he/she was awarded a scholarship (since completion of the survey is a requirement for reimbursement), but the evaluation team shares only the name and feedback about the funded event with other members of OVC TTAC. This is stated explicitly on the form. Applicants who were not awarded a scholarship are not required to provide any identifiable information.

- The *Scholarship Event Feedback – Organizational Scholarship* form will be sent by email to any individuals who receive organizational scholarship funding to distribute to those victims whose conference costs they support. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the

respondent's feedback on the event and professional background. This form does not request that the respondent provide personally-identifiable information.

- The *Training by Request Participant Feedback* and *Customized TTA Participant Feedback* forms will be given to all individuals who participate in OVC TTAC's training and technical assistance in-person at the end of the event. The *Training by Request Participant Feedback* form is for standard curriculum trainings designed by OVC TTAC, while the *Customized TTA Participant Feedback* form is for customized TTA events. . This form is intended to capture important feedback from participants about TTA events, including the performance of the instructor, satisfaction with the TTA, the applicability of the TTA to the participant's job duties, changes in knowledge, skills, attitudes, what they learned, and the professional background of the respondent. In addition, the *Training by Request Participant Feedback* form has questions about the training modules, including items about module-specific learning objectives that will change for each different curriculum. Respondents have the option to provide an email address if they would like to participate in a followup survey. This identifiable information will be strongly protected and not shared with anyone outside of the evaluation team.
- The *Training by Request Pre-Training* and *Post-Training Assessments* will be sent by email to any participants intending to receive CEU credits from OVC TTAC events. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The *Pre-Training Assessment* will be completed prior to the training (within the two weeks previous to the event), while the *Post-Training Assessment* will be completed after the training (within the 2-3 weeks following the event) in order to measure changes in knowledge due to the training event. In order to determine whether participants meet the CEU requirements, the form asks for the name of the individual so that credits can be granted.
- The *VictimLaw Web Feedback* form will be administered by a pop-up to every person (or every *n*th person depending on Web traffic) accessing OVC TTAC's VictimLaw website. The form is completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The form is designed to gather information about the participant's satisfaction with the service received. This form does not request that the respondent provide personally-identifiable information other than their zip code for purposes of mapping respondents to understand usage trends.
- The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC webinars. A link to the online survey will either be incorporated into the webinar

or the coordinator may send a link out by email to all registered participants. The survey is designed to gather information about the performance of the instructor, satisfaction with the webinar, applicability of the TTA to the participant's job duties, changes in knowledge, skills, attitudes, what they learned, and the professional background of the respondent. Similar to the Training by Request Participant Feedback form, there may be a small number of questions tailored to each webinar's learning objectives.

- The *Website Feedback* form is continuously available on the OVC TTAC Website for anyone who would like to provide feedback. The survey is designed to gather information on the respondent's experience with the website, its usability and effectiveness, and the respondent's professional background. This form does not request that the respondent provide personally-identifiable information.
- The *Work Plan Request/Intensive TA Participant Feedback* form is given to participants of Work Request Plans specially requested by OVC for unique tasks and initiatives and recipients of Intensive TA. Work Plans may or may not require evaluation and can vary widely in their characteristics. Therefore, the submitted form has item options highlighted in yellow that show some alternate question wording to accommodate the unique nature of these events. Items may be customized in the illustrated ways, given the objectives and structure of specific work plans. However, the overall burden and estimated number of questions will not significantly change (unless it is to reduce the number of items). Depending on the nature of the work plan, this form may be delivered via email to an online survey link or in-person at the conclusion of an event in hard-copy form.

1. Efforts to Minimize Burden

The evaluation team is committed to reducing the burden on survey respondents to the extent possible. Flexible modes of completion, use of online surveys to minimize data entry, and customizable instruments that allow for use of most relevant items should help minimize the burden on respondents. For instance, respondents will be given the option of completing most forms via an online survey or hard-copy (which can be returned by mail, fax, or scanned email) for greater convenience of the respondent. During the development process, survey forms were streamlined to focus on including the most relevant questions. Furthermore, instruments such as the online training form and focus group protocol also allow for customization to select only the necessary items from the listed questions, depending on the resource or activity being evaluated. These efforts were made to reduce the time burden on respondents. General data entry and analysis will be conducted using SPSS and other comparable statistical software.

2. Efforts to Identify Duplication

The information to be collected is only for the purposes of OVC TTAC and is not available elsewhere.

3. Methods to Minimize Burden on Small Businesses

Small businesses or other small entities are not a specific target population for OVC TTAC services. However, should members of this target population request services, their level of satisfaction with the services rendered may be requested. Furthermore, the amount of potential burden placed on respondents was considered when the OVC TTAC Feedback Form Package was developed, and every attempt was made to reduce the time and effort needed to complete the forms.

4. Consequences of Less Frequent Collection

The OVC TTAC Feedback Form Package is designed specifically to monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The data will then be used to advise OVC TTAC on ways to improve the support provided to its users and the victim service fields at-large. Without this information, OVC TTAC will be at a disadvantage with regard to knowledge about the quality and effectiveness of services being rendered and user satisfaction.

5. Special Circumstances Influencing Collection

- Respondents of the *Customized TTA*, *Pilot Training*, *Training by Request*, and *Work Plan Request/Intensive TA* participant surveys are requested to complete the form immediately following the event, and respondents of Online Training surveys are requested to complete the form immediately following the completion of the training (via pop-up or email). This is important to capture immediate feedback on the event and the content covered during the event before it is forgotten. Burden to the respondent is also reduced, as the forms are distributed directly to the respondents, and the respondents need not physically move or otherwise inconvenience themselves to complete the form. The Website survey is posted on the Website for passive completion by any who would like to provide feedback at their own pace. Respondents of the remaining forms have the flexibility of completing the forms within one-two weeks, depending on the specific form.
- Respondents are only *required* to submit surveys for those needing reimbursement (consultant/instructors, scholarship awardees, conference support awardees) or if an individual wants to receive CEU credits.

- Respondents are not required to maintain records for this data collection effort.
- A statistically-based survey method (i.e., with probability-sampling, missing response adjustment/analysis, or statistical estimation techniques) is not being used.
- The statement of confidentiality on the survey forms conforms to the Privacy Act of 1974. A statement of confidentiality is provided with explanations of the limitations of confidentiality and voluntary nature of surveys. Respondents are not asked to disclose sensitive or protected information for any survey forms.

6. Public Comment and Consultation

A 60- and 30-day notice will be published in the Federal Register to solicit public comments in accordance with the Paperwork Reduction Act requirements. If we receive comments, those comments will be summarized and actions taken by OVC TTAC described herein. Moreover, experts in the field of training and technical assistance have been consulted in the creation of the OVC TTAC Feedback Form Package. These experts have helped to refine the forms to ensure that they are comprehensive yet not overly burdensome for respondents.

7. Payment or Gift to Respondents

No payments or gifts will be provided to respondents for completing any of the forms. However, completing the forms is one of the multiple requirements for consultants/instructors or scholarship/conference support awardees receiving reimbursement. Participation is voluntary except in situations when respondents would like reimbursement or CEU credits.

8. Assurance of Confidentiality

All information on the feedback forms will be protected in accordance with the Privacy Act of 1974. Any release of information will conform to the stipulations of the Privacy Act and the guidelines of the Institutional Review Board (IRB) as determined by Title 45 Part 46 of the Code of Federal Regulations (see Section 11 for information on IRB). Only members of the evaluation team will have access to completed forms for the purposes of entry and analysis (except the focus group form which will be used by the programmatic team of OVC TTAC). Once the information from each form has been entered into an electronic database, only those persons with a valid identification, password, and permissions will have access to the information. No personally-identifiable information will be contained within the electronic database, other than contact information for followup surveys or names for reimbursement or

CEU crediting purposes. The physical forms will be maintained in a locked filing cabinet with limited access.

9. Justification for Sensitive Questions

There are no questions deemed to be sensitive in nature. OVC TTAC's evaluation activities have undergone review and been approved by ICF's Institutional Review Board (IRB) (ID#112136), which was established to ensure that research is conducted in compliance with Federal regulations, particularly Title 45 Code of Federal Regulations, Part 46, which is the general IRB rule applicable to Federally sponsored research. The primary purpose of the IRB is to protect the welfare of human research subjects and to ensure that physical, psychological and social risks to them are minimized.

10. Estimate of Hour Burden

The OVC TTAC Feedback Form Package contains forms that will require varying levels of burden hours to complete. For this reason, we have outlined the estimated annual burden hours for each form as well as aggregated estimated burden hours for the *entire Package*. These estimates are based on the expected number of events within each activity type and average number of respondents per event from past years. Pilot testing of the forms with staff was used to derive average completion times. Actual calculated times were rounded up to the next multiple of 5 for conservative estimates.

- The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. The survey has 20 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 200 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 33.3 hours.

Number of Respondents (annually): 200

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 33.3

- The *Consultant Feedback* forms will be completed by consultants/instructors providing training or technical assistance through OVC TTAC for sessions with a duration of 2 or more hours. The survey has 7 items, including 4 rating scale items, 1 closed-ended question, and 2 open-ended questions. The form will contain pre-printed information about the specific event. These forms will take approximately 5 minutes to complete.

Approximately 145 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 12.1 hours.

Number of Respondents (annually): 145

Frequency of Response: Once

Average Burden Hours Per Response: 0.08 hrs. (5 minutes)

Estimated Total Annual Burden Hours: 12.1

- The *Customized TTA Participant Feedback* forms will be completed by all individuals who participate in OVC TTAC's customized training and technical assistance. The survey has 32 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 2,400 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 400 hours.

Number of Respondents (annually): 2,400

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 400

- The *Focus Group Protocol* will be used to facilitate focus groups. Similar to the Online Training Form, this protocol includes a wide range of questions, not all of which would be used during any one session. Typically, these focus groups will have discussion on approximately 12 open-ended discussion questions across a 90-120 minute period (we estimate 105 minutes below). Up to 50 individuals are expected to participate in focus groups on an annual basis for an estimated total annual burden of 87.5 hours.

Number of Respondents (annually): 50

Frequency of Response: Once

Average Burden Hours Per Response: 1.75 hrs. (105 minutes)

Estimated Total Annual Burden Hours: 87.5

- The *Future Training and Technical Assistance Needs* form will be used to assess respondents' additional TTA needs and allow them to sign up for the listserv. The form has 6 questions, including mostly closed-ended and open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 50 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 4.2 hours.

Number of Respondents (annually): 50
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
Estimated Total Annual Burden Hours: 4.2

- The *Materials Feedback* form will be completed by individuals using materials obtained from OVC TTAC (typically by downloading from the OVC TTAC Website). The survey has 36 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 10 minutes to complete. Approximately 100 individuals are expected to complete the form on an annual basis for an estimated total annual burden of 16.7 hours.

Number of Respondents (annually): 100
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 16.7

- The *NVAA Instructor Feedback* form will be completed by individuals instructing National Victim Assistance Academy online and blended trainings. The survey has 14 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 5 minutes to complete. Approximately 4 individuals are expected to complete the form on an annual basis for an estimated total annual burden of 0.3 hours.

Number of Respondents (annually): 4
Frequency of Response: Once
Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
Estimated Total Annual Burden Hours: 0.3

- The *NVAA Supervisor Feedback* form will be completed by individuals supervising NVAA participants. The survey has 21 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 10 minutes to complete. Approximately 120 individuals are expected to complete the form on an annual basis for an estimated total annual burden of 20 hours.

Number of Respondents (annually): 120
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 20

- The *Online Training Form* will be completed by participants of a variety of online trainings. The survey is customizable and all listed items are not expected to be used for any single training. However, as a conservative estimate of burden, we will estimate with the full number of listed items (47). These items include mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 15 minutes to complete. Approximately 11,200 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 2,800 hours.

Number of Respondents (annually): 11,200

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 2,800

- The *Participant Followup* forms will be completed by individuals who participate in OVC's customized training and technical assistance three months after the initial event. The survey has 12 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 6,645 individuals (300 for standard trainings, 120 for NVAA Academies, and 5,500 for customized trainings, and 500 for SMCCP Trainings) are expected to complete the survey on an annual basis for an estimated annual burden of 573.8 hours.

Number of Respondents (annually): 6,645

Frequency of Response: Once

Average Burden Hours Per Response: 0.08 hrs. (5 minutes)

Estimated Total Annual Burden Hours: 554

- The *Pilot Training Feedback* form will be used to gather critical information about curricula in development. The survey has 45 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 50 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 12.5 hours. (Please note that while this survey has a higher burden, participants of pilot trainings will likely be leaders in the field who are especially motivated to provide feedback on newly developed trainings.)

Number of Respondents (annually): 50

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 12.5

- The *Requester Feedback* forms will be completed by those requesting either standard curriculum trainings or customized TTA. The survey has 23 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. The form will contain pre-printed information about the specific event and instructors. This form will take approximately 10 minutes to complete. Approximately 75 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 12.5 hours.

Number of Respondents (annually): 75

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 12

- The *Scholarship Applicant Feedback – Organizational Scholarship/Conference Support* form will be completed by any individuals representing organizations that apply to receive funding support to cover conference costs for victims or a conference their organization is planning. The survey has 15 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Up to 30 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 5 hours.

Number of Respondents (annually): 30

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 5

- The *Scholarship Applicant Feedback – Professional Development Scholarship* form will be completed by any individuals who apply to receive a scholarship. The survey has 32 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 120 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 20 hours.

Number of Respondents (annually): 120

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 20

- The *Scholarship Event Feedback – Organizational Scholarship* form will be completed by any individuals who receive funding support from recipients of organizational scholarships. The survey has 20 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Up to 120 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 20 hours.

Number of Respondents (annually): 120

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 20

- The *Training by Request Participant Feedback* form will be completed by all individuals who participate in OVC TTAC's in-person standard curriculum trainings and online NVAA Academy. The number of items varies by training due to module-specific questions, but an average estimate is about 50 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 300 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 75 hours.

Number of Respondents (annually): 300

Frequency of Response: Once

Average Burden Hours Per Response: 0.25 hrs. (15 minutes)

Estimated Total Annual Burden Hours: 75

- The *Training by Request Pre-Training* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 10 minutes to complete. Approximately 300 individuals are expected to complete the pre-assessments prior to training on an annual basis for an estimated total annual burden of 50 hours.

Number of Respondents (annually): 300

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 50

- The *Training by Request Post-Training Assessments* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 10 minutes to complete. Approximately 300 individuals (the same individuals who completed the pre-test) are expected to complete the post-assessments after training on an annual basis for an estimated total annual burden of 50 hours.

Number of Respondents (annually): 300

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 50

- The *VictimLaw Survey* will be completed by individuals accessing the VictimLaw Website. The survey has 22 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 10 minutes to complete. Approximately 100 individuals are expected to complete the form on an annual basis for an estimated total annual burden of 16.7 hours.

Number of Respondents (annually): 100

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 16.7

- The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC Webinars. The survey has 35 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 3,000 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 500 hours.

Number of Respondents (annually): 3,000

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 500

- The *Website Feedback* form is continuously available on the OVC TTAC Website for anyone who would like to provide feedback. The survey has 18 questions, including mostly rating scale and closed-ended questions with a small number of open-ended

questions. These forms will take approximately 10 minutes to complete. Approximately 100 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 16.7 hours.

Number of Respondents (annually): 100

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 16.7

- The *Work Plan Request/Intensive TA Participant Feedback* form is given to participants of Work Plan Requests specially requested by OVC for unique tasks and initiatives and recipients of Intensive TA. The number of items varies by event due to the unique nature of work plan events, but an average estimate is about 30 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 600 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 100 hours.

Number of Respondents (annually): 600

Frequency of Response: Once

Average Burden Hours Per Response: 0.17 hrs. (10 minutes)

Estimated Total Annual Burden Hours: 100

Aggregated total number of respondents/responses for this entire package: 26,009

Percent of Responses expected to complete electronically: 86.7%

Aggregated annual hour burdens for entire Package: 4,856.2

11. Estimate of Cost Burden

The **estimated total annual cost burden** to respondents resulting from the collection of information as part of the OVC TTAC Feedback Form Package is \$94,724.77. The Package contains forms that will require varying levels of burden hours to complete, which will affect the estimated cost burden. The estimates of annualized cost to respondents are based on appropriate wage rate categories and annual salaries for position types in which respondents serve.

Participants: 25,485 responses x \$3.47 per response = \$88,432.95.

Requesters: 75 responses x \$3.47 per response = \$260.25.

Consultants: 149 responses x \$9.38 per response = \$1,397.62.

Call Center/Website Users: 300 responses x \$1.74 per response = \$522.00.

Total annual cost: \$90,612.82.

12. Estimated Annualized Cost to Federal Government

We estimate the **annualized cost to the Federal government** to be \$225,592. This cost estimate is based on the work projected for completion under the contract for this training and technical assistance effort. As outlined below, the estimated annual Federal costs associated with the OVC TTAC Feedback Form Package include the capital/startup and operating and maintenance costs necessary for this information collection to include: the quantification of hours for managerial and support staff to administer the Feedback Form Package process; the acquisition or development of automated, electronic, mechanical, or other technological collection techniques; and operational expenses (e.g., equipment, overhead, printing, etc.) for the three years for which this approval is sought.

- Capital/Startup costs: \$9,847. This amount includes labor for updating and revising instruments and systems.
- Operating and Maintenance costs: \$215,745. This amount reflects the **total annual costs** for operating and maintaining evaluation activities, including the necessary software and labor necessary to implement, analyze, and report on this effort and printing costs for paper surveys.

13. Reasons for Program Changes

This information collection request is a request for a revision of OVC TTAC feedback forms covered under collection 1121-0341. OVC TTAC client feedback forms are currently approved under OMB Control Numbers 1121-0341 and 1121-0342, but are being compiled and renewed together in this collection request.

14. Plans for Publication

There are no current plans for external publication. OVC intends to review the results for internal program management purposes.

15. Expiration Date Approval

OVC will display the OMB control number and expiration date.

16. Exceptions to Certification Statement

There are no exceptions to Item 19 of OMB form 83-I.