Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0970-0401)

TITLE OF INFORMATION COLLECTION: Feedback Survey for the NS2G Learning Community Calls

PURPOSE: The purpose of the Next Steps for Rigorous Research on Two-Generation Programs (NS2G) project is to build the capacity of the two-generation field for future ACF research. Through one component of the project, NS2G will provide technical assistance (TA) to support formative evaluations designed to strengthen existing two-generation programs and inform the broader two-generation program field about approaches programs can take to improve their program models and readiness for evaluation. (The information collection for the formative evaluations was approved 6/30/2020 under Formative Data Collections for ACF Research #0970 – 0356.) Through a second component of the project, NS2G will conduct learning community calls with five TA-supported sites and up to five additional enrichment sites interested in learning from their collective experiences. The enrichment sites may also choose to conduct program development work on their own.

The purpose of this information collection is to solicit feedback from participants in the NS2G learning community. We will host up to five learning community calls. Following each call, we will conduct feedback surveys of the learning community participants to assess: (1) participants' perceptions regarding the extent to which the information presented has improved capacity to use data to assess implementation and improve the programs; and (2) whether learning community participants have used data and engaged with staff and stakeholders in new ways.

We plan to select feedback survey items from a list of 25 items (Attachment 1). For each feedback survey, we will select six to thirteen of the multiple-choice response items, depending on the topics discussed in a particular call. For each survey, we also plan to use all four open-ended items. Items 1-12 measure perceived improvements in understanding or capacity from each learning community call, while items 13-21 measure actions taken in the time between learning community calls. To preserve anonymity, we will administer the survey using an online form such as Survey Monkey without asking for identifying information. We will ask whether the respondent is from the TA-supported or the enrichment sites to assess whether objectives are being met for each of these groups of sites. We will email the feedback survey to everyone who attended a particular learning community call as soon as the call ends.

DESCRIPTION OF RESPONDENTS:

Respondents will be NS2G learning community participants (specifically, two-generation program administrators) from five TA-supported sites and up to five additional enrichment sites.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [x] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: <u>Kathleen Dwyer, Senior Social Science Research Analyst, Office of Planning, Research, and Evaluation (OPRE)</u>

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [x] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?   [ ] Yes [ ] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [x] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time for each respondent	Burden across all 20 respondents
Private Sector	20	0.25 hours per survey request (**1 survey**)	5 hours per survey request (**1 survey**)
Totals	**20**	1.25 hours (**5 surveys**)	25 hours (**5 surveys**)

FEDERAL COST: The estimated annual cost to the Federal government is <u>$1,900.</u>

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

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?

[x] 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 universe of potential respondents is the list of learning community participants. Each participant who attends a particular learning community call will receive the feedback survey. We expect up to two participant respondents for each of the 10 sites (5 TA sites, 5 enrichment sites), for a maximum of 20 respondents following each call. We will solicit participation from the full universe, and a sampling plan is not applicable.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [x] Web-based or other forms of Social Media
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain
2. Will interviewers or facilitators be used? [ ] Yes [x] No

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

Attachments

Attachment 1: Feedback Survey

Attachment 2: Email invitation to complete feedback survey