

NYTD Technical Assistance Utilization and Needs Survey

The Children's Bureau would like your feedback to help us better understand how you access and use the technical assistance and Help Desk services offered by the National Youth in Transition Database (NYTD) technical specialists. This short questionnaire should take approximately 5 minutes to complete, and your answers will be used to help us see where we can improve our technical assistance services as you continue to collect and report high-quality NYTD data. Thank you in advance for your participation!

1. What is your primary role as it relates to NYTD?

Program Management

Data Entry

File Submission

Quality Assurance

Other _____

2. During a typical six-month file submission period, about how many times do you request help from the NYTD Help Desk?

1-2 times

3-5 times

5 or more times

Never

3. Generally, how long does it take to get a response from the NYTD Help Desk?

Within 48 hours

Within 48 to 72 hours

More than 72 hours

Not Applicable

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: Through this information collection, ACF is gathering information to better understand the effectiveness of current technical assistance services and to inform future technical assistance needs. Public reporting burden for this collection of information is estimated to average 5 minutes per respondent, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information, please contact Tammy White, Social Science Research Analyst by email at Tammy.White@acf.hhs.gov.

4. Generally, does the NYTD Help Desk analyst resolve your issues?

All the time

Most of the time

Sometimes

Never

5. On a scale of 1-10 (1 being Poor and 10 being Excellent), how do you rate the overall service of the NYTD Help Desk? _____

6. Which online technical resources have you used? Check all that apply.

NYTD Federal Guidance

Introduction to NYTD Video Series

NYTD Questions and Answers - Q & A/Frequently Asked Questions

NYTD Review Tools - e.g. Instruments, Guides and Regulation

NYTD Services and Outcomes Reports

NYTD Data Briefs

Technical Bulletins - e.g. File Structure, Compliance Standards, System User, Responsibilities, etc.

None of the above

7. How often do you use NYTD Data Review Utility (NDRU)?

For every file submission

Occasionally

Never

Not applicable

8. Do you find the NYTD Portal Penalty Breakdown Screen helpful?

Very helpful

Somewhat helpful

Not at all helpful

I have never seen the Penalty Breakdown screen

9. How easy is it to navigate the NYTD Portal to find information about your state's submission data, penalty or compliance status?

Very easy

Somewhat easy

Not at all easy

I have never used the NYTD Portal for more than NYTD file submission

10. How helpful is the NYTD documentation accessed through the “Help” option on the NYTD Portal?

Very helpful

Somewhat helpful

Not at all helpful

I have never used the “Help” option to access any documentation

11. Do you understand the information presented to you in the NYTD Compliance Penalty Letters mailed out due to non-compliance?

Yes

No If No, please explain _____ (75 characters)

Not Applicable

12. Have you ever contacted the NYTD Help Desk for information related to the NYTD compliance errors presented in the NYTD Portal or in your NYTD Compliance Penalty Letter?

Yes

No

Not Applicable

13. Do you feel you are receiving enough file submission reminders during the submission period?

Yes

No If No, please explain ____ (75 characters)

Not applicable

14. What other technical assistance resources would you like to see offered or be made available on the NYTD website (e.g., webinars, state snapshots, how-to manuals)?

_____ (500 characters)

15. Do you have any suggestions regarding how the NYTD technical team could be of more service to you in reference to your NYTD file analysis and submissions?

_____ (500 characters)