

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

TITLE OF INFORMATION COLLECTION: Evidence-Building Academy Daily Feedback Forms and Final Evaluation Form

PURPOSE:

As part of the larger project, *Supporting Evidence Building in Child Welfare*, the Evidence-Building Academy (the Academy) aims to increase child welfare administrators’ and their evaluation partners’ capacity to do rigorous evaluations that provide critical information on program effectiveness and meet the design standards for child welfare clearinghouses.

The Academy is provided through a series of online workshops, held between July 20, 2020 and October 23, 2020. Through these individual workshops, participants will begin to build their capacity in designing and implementing evaluations for child welfare programs.

The purpose of the daily feedback forms is to solicit feedback from attendees about their experience during each day of the October convening (October 21, 2020 – October 23, 2020). Attendees are asked to rate each workshop on aspects such as complexity, length, and relevance. An electronic link to the feedback form will be provided via Zoom chat at the end of each day, and attendees will be asked to provide their feedback. This will offer a quick and convenient opportunity for participants to access the forms and contribute their thoughts on the workshops they attended. We anticipate that the daily feedback forms will take 5 minutes to complete (15 minutes total).

The purpose of the final evaluation form is to solicit feedback from all attendees about their experience during the Academy in its entirety. Attendees are asked to describe their reactions to the session topics, general meeting structure, materials provided, as well as any questions they have on the content covered in the workshops and recommendations for the future. All registered attendees will receive an email requesting their participation and feedback, with an electronic link to the evaluation form. This will provide an opportunity for participants to contribute their feedback and reactions in order to assess the effectiveness of the Academy. We anticipate that the final evaluation form will take about 10-15 minutes to complete.

DESCRIPTION OF RESPONDENTS:

Respondents for the daily feedback forms and final evaluation form will be the enrolled participants in the Academy, which include representatives from child welfare agencies and evaluators across the country (N=174). Professional roles may include: program administrators, program directors, CQI analyst, private evaluation staff, etc.

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.

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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	Burden
Academy participants	174	30 minutes	87 Hours
Totals	174	30 minutes	87 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$2,918.00

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?*

We will email all registered attendees (N=174) to invite them to complete the final evaluation form. We estimate about 160 participants to respond to the form. The daily feedback forms will be provided via Zoom at the end of each virtual meeting. We estimate about 160 participants to respond to these forms.

Administration of the Instrument N/A

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.