

Children's Bureau Learning & Coordination Center (CBLCC) Website User Satisfaction Survey

We welcome your feedback!

Please take 30 seconds to help us make the CBLCC website even more useful.

- Please rate your experience on our website. (Likert 1-5 stars.) Response will generate a follow-up question based on the star rating (see below).
 - If 1-3 stars: We're so sorry! Please tell us what you were looking for, or how we can improve.
 - If 4 stars: Thank you for your feedback! If we could do something to get that last star, what would it be?
 - If 5 stars: WOW—thank you! What's the main reason for the high score?

- What additional information or resources would you find useful? (text box/email)

We recommend the following placement for the customer feedback links:

- Quick 5-star rating in the sidebar of each page, linked to the survey form.
- Link to the survey on the About and Contact pages.
- Link to the survey in the footer of the website.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to assess user satisfaction and needs of resources on the Children's Bureau Learning & Coordination Center (CBLCC) website. The user satisfaction information will enable the contractor, Kauffman & Associates, Inc., to evaluate the usability and effectiveness of the website organization, functionality, and content in order to make improvements to the site. Public reporting burden for this collection of information is estimated to average 30 seconds per respondent. 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. The OMB # is 0970-0401 and the expiration date is 05/31/2021. If you have any comments on this collection of information, please contact Sharon McKinley at sharon.mckinley@acf.hhs.gov.