

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

TITLE OF INFORMATION COLLECTION: Office of Planning, Research, and Evaluation
HMRF Webinar Satisfaction Polls

PURPOSE: OPRE is interested in understanding how program, policy, and research audiences access, engage with, and use OPRE’s research findings and publications to inform their work. This poll will allow OPRE to continue its efforts to make research more accessible and actionable for the Healthy Marriage and Responsible Fatherhood (HMRF) program and practitioner audience (HMRF federal staff and grant recipients).

The proposed poll questions would collect information related to customer satisfaction with webinars on HMRF research and evaluation. The goal of the questions is to understand webinar attendee satisfaction with the research presented, the ability to apply the research to their settings, and if webinars are a preferred format for communication on research findings. Webinar poll participation is voluntary and all answers will be used for internal planning purposes. The data collected and reported will be descriptive in nature. The data will not be used to develop or publish formal official statistics.

DESCRIPTION OF RESPONDENTS: Webinar attendees, consisting of HMRF grant recipients, to include program directors, program staff, and local evaluators, as well as other family strengthening/social services practitioners, researchers, Federal staff, and consultants/contractors.

TYPE OF COLLECTION:

- | | |
|--|--|
| <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 primary purpose of the results is not for public dissemination.
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.

Name and affiliation: Katie Pahigiannis, PhD, MPH, Team Lead for Healthy Marriage & Responsible Fatherhood Research, DFS/OPRE/ACF

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

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

| Information Collection | Category of Respondent | No. of Respondents | No. of Responses per Respondent | Estimated Time per Response | Burden Hours |
|------------------------|------------------------|---|---------------------------------|-----------------------------|--------------|
| Webinar poll data | HMRF Webinar attendees | 1000 [Approximately 200 per webinar for 5 upcoming webinars] | 1 response per respondent | 2 minutes (.033 hours) | 33.33 hours |
| Totals | | | | | |

FEDERAL COST: The estimated annual cost to the Federal government is \$2,000. The estimated cost to the government is related to the programming of the survey by an existing contractor, administrative monitoring of the survey results, and analysis and reporting results internally to OPRE.

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?
[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 potential group of respondents is dependent on who joins each webinar. Depending upon purpose and target audience, webinars may be marketed to multiple listservs including OPRE’s HMRF newsletter and OFA’s list of 111 HMRF grant recipients (each grant recipient organization may have multiple staff members who attend), and to approximately 26 Federal HMRF staff and roughly 35 contractor staff working on relevant projects.

Administration of the Instrument

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.