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Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

From: David Jones
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Administration for Children and Families (ACF)

Date: March 16, 2023

Subject: Non-Substantive Change Request – PMFO Feedback Surveys (OMB #0970-0401)

This memo requests approval of non-substantive changes to the approved information collection, Program Management and Fiscal Operations (PMFO) Feedback Surveys (OMB #0970-0401).

Background

This information collection is administered to professional development participants immediately after a training event (post-transaction). These satisfaction surveys provide timely feedback to program managers from the National Center on Program Management and Fiscal Operations (PMFO) to improve future service delivery. This is the sole source of systematically collected satisfaction data for these training events (i.e., sessions, workshops, webinars, e-learning modules, and conferences).

This information collection was originally approved by OMB in October 2019 and was updated via a non-substantive change request in December 2021. It contained the following data collection instruments:

1. PMFO Session Feedback Survey
2. PMFO Workshop Feedback Survey
3. PMFO Webinar Feedback Survey
4. PMFO E-Learning Module Feedback Survey
5. PMFO Conference Feedback Survey

The PMFO evaluation team has analyzed data collected with the currently approved instruments and has identified areas where burden on respondents can be reduced and where minor non-substantive adjustments can be made to improve question clarity and data quality.

Overview of Requested Changes

Based on data submitted by the Head Start grantees and regional staff, we propose the following updates across these five instruments:

- In question blocks with items beginning with the same stem, the stem has been placed at the top of the block to reduce the repetition of language
- Made non-substantive revisions to some questions to improve data clarity and/or data quality, including streamlining language to be briefer and more direct
- Changed the response options for 6 questions to improve data quality
- Removed 6 survey questions to reduce participant burden
- Slightly revised the order of a few survey questions to improve flow

For one survey, the Conference Survey, we added 2 questions to the stock question block on the last page of the survey. These questions ask respondents to share how the session/activity and resource(s) could be improved. These questions would only be used for respondents when applicable and were added for purposes of continuous quality improvement.

We have updated the Fast Track submission form to reflect new burden estimates. The estimated response time (used to calculate the new burden estimates) for 4 of the 5 surveys has been decreased to reflect the removal of questions and the streamlining of language within the surveys.

Time Sensitivities

We would like to begin implementing these surveys starting on April 4, 2023, if possible.