

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

TITLE OF INFORMATION COLLECTION: Feedback on webinars about the Office of Head Start Grantee Training and Technical Assistance Survey (HS Grantee T/TA Survey)

PURPOSE: We are seeking feedback related to upcoming webinars about the Office of Head Start Grantee Training and Technical Assistance Survey (HS Grantee T/TA Survey), which was sponsored by the Office of Planning, Research, and Evaluation (OPRE) of the Administration for Children and Families (OMB #0970-0532). We intend to ask participants eleven questions immediately upon the conclusion of four separate webinars. We hope the five minutes of questions after the webinars – questions such as the extent to which the webinar achieved the purposes set by the webinar authors, general feedback on the content and communications, and participants’ suggestions for topics of most interest for future webinars and products – will inform the development of forthcoming webinars and materials for T/TA partners about the T/TA experiences of Head Start Grantees.

DESCRIPTION OF RESPONDENTS: The respondents will include ACF grantees and contractors from technical assistance and training organizations and professional associations in the field of early care and education, which are partners of the Office of Head Start. Past webinars about the HS Grantee T/TA Survey have ranged in attendance from 130 to 218. We expect each webinar to attract no more than 225 attendees who are interested in learning more about the T/TA topics presented.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ Customer Satisfaction Survey
☐ Usability Testing (e.g., Website or Software)	☐ Small Discussion Group
☐ Focus Group	☐ 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: Ann Rivera, Senior Social Science Research Analyst; Office of Planning, Research, and Evaluation

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ 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 ☒ No

BURDEN HOURS

The feedback survey included with this request includes a universe of questions. We will select 11 questions from this set of questions for each webinar.

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Early Childhood TTA Cross-System Evaluation Project Post-Webinar Feedback Form	Webinar attendees (Individuals)	80 individuals * 4 webinars	1	5 minutes per individual per webinar	27 hours
Totals		320	1	5	27

FEDERAL COST: The estimated annual cost to the Federal government is \$34,340 for 4 webinars.

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 universe of potential respondents will be the attendees or registrants of upcoming HS Grantee T/TA Survey webinars. These attendees will be invited by the Office of Head Start directly through OHS T/TA Division's mailing list of staff and partner organizations who comprise OHS's Training and Technical Assistance System, or have the announcement forwarded to them from someone on that list. The list itself is entirely voluntary: users signed up from OHS-sponsored site and can remove themselves at any time.

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.