

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

---

**TITLE OF INFORMATION COLLECTION:** National Center on Early Childhood Quality Assurance Feedback Surveys for Training and Technical Assistance Activities

**PURPOSE:** The Administration for Children and Families (ACF) Office of Child Care (OCC) is seeking approval to collect feedback from recipients participating in Training and Technical Assistance (T/TA) activities provided by the National Center on Early Childhood Quality Assurance (NCECQA). NCECQA is a National Center funded by OCC through a contract with ICF. NCECQA provides research-informed/evidence-based T/TA via a range of services, including universal, targeted, and tailored service delivery using formats approved by the Contracting Officer’s Representative (COR) and in alignment with other OCC Early Childhood T/TA System Centers. OCC anticipates that data shall be collected by the NCECQA evaluation team and used to identify areas of strength and weakness in an effort to develop recommendations to improve the provision of its services.

Specifically, survey information will be used to determine if technical assistance improves participants’ knowledge, skills, strategies, and capacity, and to determine if this newly acquired knowledge is being applied to work done in states/territories/Tribes. This request includes the following efforts:

- **Individualized Technical Assistance Survey:** This survey requests feedback about the specialists providing individualized TA for more than two months. Information will be used to provide training to specialists to ensure these longer-term TA efforts meet the needs of participants.
- **NCECQA Webinar Surveys:** These surveys are intended to collect feedback from recipients participating in NCECQA Sponsored Webinars. Information will be used to inform planning of future webinars and ensure they meet the needs of participants.

**DESCRIPTION OF RESPONDENTS:** Respondents include government (state, tribal, organizations, U.S. territories) employees, non-government statewide organizations, and non-government local or regional organizations.

**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: Leatha Chun, COR for NCECQA

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 Annually	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
Individualized Technical Assistance Survey	State, local, or tribal governments and Private Sector	50	2 (mid-year and end of year)	3 minutes	5 hours
Standard Webinar Survey	State, local, or tribal government and Private Sector	3000 (200 per webinar 15 webinars per year)	1	3 minutes	150 hours
<b>Totals:</b>					155

**FEDERAL COST:** The estimated annual cost to the federal government as included in the firm fixed price budget in the labor allocation by task and awarded under contract # and task order GS-00F-010CA/75ACF122F80020 is \$307.40 x 15 = \$4,611 and \$102.46 (1 hr) x 60 (30 technical assistance activities x 2 responses) = \$6,148.00 **Total = \$10,759.00**

GSA Labor Category	Rate	Hours	Cost
Associate Analyst II - Contractor	\$81.73	0.5	\$40.87
Analysts - Contractor	\$93.10	1	\$93.10
Analyst/Manager I - Contractor	\$108.69	1	\$108.69
Sr. Analyst/Manager I - Contractor	\$129.49	0.5	\$64.75
	<b>Total</b>	3	\$307.40

**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?

**Individualized Technical Assistance Survey:** The universe of potential respondents is the active list of the state/territory participants directly involved in the individualized TA request and services. Participants in the specific TA opportunity will be emailed an electronic link to a survey. Surveys will be completed by no more than 30 states/territories per year.

**NCECQA Webinar Surveys** The universe of potential respondents is compiled from previous T/TA calls. Individuals who have expressed interest in joining future webinars will be added to the list. Survey questions will be provided through an electronic link for all of those who participate.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)  
 Web-based  
 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.**