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

**TITLE OF INFORMATION COLLECTION:** Child Care and Development Fund (CCDF) Policies Database Pop-Up Survey of Website Users

**PURPOSE:**
Funded by the Administration for Children and Families (ACF), the CCDF Policies Database is a source of information on the detailed policies used to operate child care subsidy programs under the CCDF. Since 2008, the Urban Institute has collected, coded, and disseminated the CCDF policies in effect across the 50 states, the District of Columbia, and U.S. territories and outlying areas, using consistent methods across places and over time. Beginning in 2017, the CCDF Policies Database project has provided access to the data and reports on a central website.

ACF seeks approval to add a pop-up user survey to the CCDF Policies Database project website to determine how users are accessing and using the data. This brief survey will inform future improvements to the website and project resources. The survey will include three short questions, each with a set of answers/options users can check off (see Attachment A). Users will have the option to complete or opt out of the survey.

**DESCRIPTION OF RESPONDENTS**:
Respondents for the survey will be individuals who access the CCDF Policies Database website. All users who visit the website will have the option to complete the survey.

**TYPE OF COLLECTION:**

[ ] Customer Comment Card/Complaint Form            [ ] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software     [ ] Small Discussion Group
[ ]  Focus Group                                     [X] Other: Website user survey

**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 <u>not</u> raise issues of concern to other federal agencies.
4.  The primary purpose of the results is <u>not</u> for public dissemination.
5.  Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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:  Kathleen Dwyer, Senior Social Science Research Analyst, ACF 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  [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 |
|---|---|---|---|---|---|
| CCDF Polices Database Pop-Up Survey of Website Users | Individuals (website users) | 500 annually | 1 | 3 minutes | 25 hours per year |

**FEDERAL COST:**  The estimated annual cost to the Federal government is  _$2,500_

**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 [X] 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 respondents are website users.  All individuals who enter the website will have the option to complete the user survey.

**Administration of the Instrument**

1.  How will you collect the information? (Check all that apply)

     [X] Web-based or other forms of Social Media
     [ ] Telephone
     [ ] In-person
     [ ] Mail
     [ ] Other, Explain

2.  Will interviewers or facilitators be used?  [ ] Yes [ X ] No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**