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

From: Amelia Popham
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Administration for Children and Families (ACF)

Date: September 13, 2024

Subject: Change Request – Pathways to Work Evidence Clearinghouse Website - Customer Service Feedback Survey Fast Track Generic Clearance for Collection of Qualitative Feedback on Agency Service Delivery (OMB #0970-0401)

This memo requests approval of a change to the approved information collection, Pathways to Work Evidence Clearinghouse Website - Customer Service Feedback Survey, approved under the Fast Track Generic Clearance for Collection of Qualitative Feedback on Agency Service Delivery (OMB #0970-0401).

Background

On May 17, 2024, OMB approved an information collection request from OPRE to add a customer service feedback survey to the [Pathways to Work Evidence Clearinghouse website](#). Due to OPRE’s web development timeline, the survey has not yet gone live on the Pathways to Work website.

The purpose of this change request is to request approval from OMB for a minor change to the approved survey. When OPRE receives approval for this change, the survey will go live on the Pathways to Work website.

Overview of Requested Changes

OPRE is requesting the following minor change to the approved text of the customer service feedback survey:

Change	Description	Rationale
Make the first open-ended response question required, rather than optional.	In the approved survey text, the first open-ended response question (“How can we improve the Pathways to Work website?”) was optional rather than required. We are requesting to make this response required.	Our contractor study team informed us that a website customer service feedback survey can be vulnerable to getting bad data, due to internet bots completing the survey. To mitigate against this risk, we want to make the first open-ended response question required, as bots are unlikely to generate a text response to an open-ended question.

See the documents attached to review this change. Note that this change doesn't entail a change in survey burden, as time spent to complete the open-ended survey questions is already reflected in the approved burden.

Time Sensitivities

We are ready and eager to add the customer service feedback survey to the website as soon as we receive OMB approval for this change, so we would be grateful for a quick review.