

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

**TITLE OF INFORMATION COLLECTION:** Pathways to Work Evidence Clearinghouse Website - Customer Service Feedback Survey

**PURPOSE AND USE:** The Pathways to Work Evidence Clearinghouse is a project sponsored by the Office of Planning, Research, and Evaluation within the Administration for Children and Families. A key goal of the project is to help program administrators and policymakers make evidence-informed decisions as they design and adapt employment programs for people with low incomes, to improve the odds that the job seekers they serve succeed in the labor market. Pathways to Work reviews rigorous evaluations of programs designed to improve employment outcomes for people with low incomes; rates the effectiveness of each program; and shares the effectiveness ratings and other information about programs on a free public website (<https://pathwaystowork.acf.hhs.gov>).

The purpose of this information collection request is to request approval of a short customer service feedback survey on the Pathways to Work website. We are planning to implement a Touchpoints pop-up web survey, which is a short voluntary questionnaire to gauge customer satisfaction with the website.

We will use the results of the customer service feedback survey to inform potential enhancements to the Pathways to Work website.

**DESCRIPTION OF RESPONDENTS:** Respondents will be any Pathways to Work website user who chooses to complete the pop-up web survey.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <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 results are not intended to be disseminated to the public.
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: Amelia Popham, Office of Planning, Research, and Evaluation Welfare Research Team Lead

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

**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**

***Burden Estimates***

We plan to incorporate the customer service feedback survey into the Pathways to Work website in an ongoing way moving forward. Each year, we plan to collect up to 250 responses via the survey and then retire the survey from the website for the remainder of the year. The burden estimates below represent annual burden.

<b>Information Collection</b>	<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>No. of Responses per Respondent</b>	<b>Estimated Time per Response</b>	<b>Burden Hours</b>
Pathways to Work Evidence Clearinghouse Website - Customer Service Feedback Survey	Individuals	250	1	5 minutes	20.3 hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$3,000 for contractor labor.

**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** *If the answer is yes, please provide a description of both below (or attach the sampling plan)*
  - No** *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 customer service feedback survey will be a voluntary questionnaire embedded onto the Pathways to Work Evidence Clearinghouse website. Respondents will be website users who choose to click on a button stating, “Click here to leave feedback,” and complete the short survey. The results from this survey are not intended to be statistically representative or otherwise generalizable

**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