

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: *Military Child Care Family User Survey and Program User Survey*

PURPOSE: The Commander, Navy Installations Command (CNIC) has assumed the lead role in coordinating efforts across the Department of Defense on the development of MilitaryChildCare.com and the Inspection Management System (IMS). The purpose of the proposed *MCC Family User Survey* and *Program User Survey* is to obtain information on customer and federal employee satisfaction with MilitaryChildCare.com and the Inspection Management System (IMS). More specifically, the *MCC Family User Survey* is designed to gather feedback from a sample of MCC family users that include military members, federal employees, and potentially their spouses about their satisfaction with using MCC to meet their child care needs and suggestions for improvement. The *Program User Survey* is designed to gather feedback from MCC and IMS program users about the usability of and their satisfaction with MCC and IMS, including how well the applications meet their needs and their suggestions for improvement. Responses may be used to enhance MCC and IMS.

DESCRIPTION OF RESPONDENTS: MCC family users will include families eligible for military child care, regardless of Service, who request child care services for their children through the MCC web-based system and who meet the inclusion criteria (described below). MCC program users are Department of Defense (DOD) employees who use MCC to provide services to MCC family users or use IMS to complete DoD required child care inspections.

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: Diane Brewer, Joint Operations Manager, Commander, Navy Installations Command.

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

Information Collection	Category of Respondent	Annual No. of Respondents	Annual No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
<i>Military Child Care Family User Survey</i>	Individuals employed by the Federal Government or their spouses	18,955	1	10 mins	3165
<i>Military Child Care Program User Survey</i>	Individuals employed by the Federal Government	2,434	1	15 mins	609
Totals		21,389	1	11 mins avg	3774

PUBLIC COST: The estimated cost per individual response is \$5.26. The estimated cost of this study to the Federal government is \$112,506.

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?

For the *Military Child Care Family User Survey*, we propose to survey a sample of family users who have logged in to MCC at least 3 times in 6 months and have at least one active request or have received an offer within the previous 4 months (18,955 adults). For the *Military Child Care Program User Survey*, we propose to survey all active program users who have logged in to MCC or IMS at least once in the last 6 months and belong to one of a set of program user types (2,434 adults).

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.