

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 Afterschool and Summer Enrichment (NCASE) Technical Assistance (TA) Questionnaires, Polls & Discussion Prompts

PURPOSE AND USE: National Center on Afterschool and Summer Enrichment (NCASE), funded by the Office of Child Care (OCC), offers a variety of technical assistance (TA) opportunities related to Child Care and Development Fund (CCDF) subsidy. To improve our TA activities such as webinars and Peer Learning Groups (PLGs) and to be better understand participant experience, NCASE proposes gathering user feedback and information from participants during TA offerings using polls, discussion prompts.

This request includes a bank of questions to use for poll items and discussion prompts during NCASE universal and targeted TA offerings.

Questions will be selected from the bank of questions and used to request feedback from participants of NCASE TA opportunities. Feedback activities are estimated not to exceed 5 minutes for discussion questions and polls during a session. NCASE will select the most appropriate questions from this bank of questions based on the specific technical assistance event.

These data will be used internally to help inform ongoing and future TA activities. Questions will be asked to determine whether NCASE TA provides high-quality content that fits the needs of participants including states, territories, and Tribes administering the CCDF program. Additionally, questions will help ensure that recipients are increasing their understanding and application of the TA provided. Each data gathering will be voluntary and a low burden for respondents.

DESCRIPTION OF RESPONDENTS: Respondents will include those attending an NCASE TA activity, including state, territory, and Tribal level staff that work with the CCDF as well as representatives from other state agencies, and attendees from outside the government, such as State Afterschool Network and community partners. These respondents are the typical recipients of NCASE training and TA offerings.

TYPE OF COLLECTION:

☐ Customer Comment Card/Complaint Form	☒ Customer Satisfaction Survey
☐ Usability Testing (e.g., Website or Software)	☐ Small Discussion Group
☐ Focus Group	☐ 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.

- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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: Carrie Liston, Education Development Center

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? ☐ Yes ☒ No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
- 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 is estimated for NCSIA training and TA opportunities on an ongoing annual basis.

Information Collection	Category of Respondent	Annual No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
TA discussion prompts and polls	State, Local, Tribal Governments, Non-governmental organizations	300	1	5 min	25

*NCASE estimates 300 individual respondents based on existing technical assistance distribution lists. Respondents could participate in multiple TA offerings.

FEDERAL COST: The estimated annual cost to the Federal government is \$1,350.

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

- 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.

Respondents will be those who voluntarily participate in NCASE TA activities.

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.