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

TITLE OF INFORMATION COLLECTION: Standard Feedback Survey for the National Center on Parent, Family, and Community Engagement's (NCPFCE) Training and Technical Assistance Offerings and Resources

PURPOSE: This Generic Clearance for the Collection of Routine Customer Feedback approval request pertains to the National Center on Parent, Family, and Community Engagement's (NCPFCE) Standard Training/Technical assistance (TTA) Feedback Survey to be administered to individuals who participate in TTA offerings/trainings/events or engage with resources/content from the NCPFCE. The request includes a bank of questions from which specific questions will be chosen to evaluate TTA and resources offered by the NCPFCE. Survey questions will be selected based on the offering and each survey will take 5 minutes on average to complete.

The purpose of these data collections is to collect timely feedback from participants/users in an efficient manner to inform and improve future programmatic TTA, services, and resources. Responses to surveys will be used to determine the success of TTA offerings/resources, to improve the responsiveness of TTA offerings/resources to group needs, and to inform continuous quality improvement of future TTA efforts. This is the main source of systematically collected satisfaction data for these events and resources, which include but are not limited to sessions, workshops, webinars, institutes, e-learning modules, conferences, meetings, toolkits, and TTA resources. To advance NCPFCE's goals related to providing equity-minded TTA, the survey additionally includes demographic questions.

DESCRIPTION OF RESPONDENTS: Satisfaction surveys will be administered to individuals attending NCPFCE TTA offerings/using NCPFCE resources (e.g., OHS staff ranging from family services staff, administrators, managers, parents, home visitors, teaching staff). Response rate is estimated at 50%.

TYPE OF COLLECTION:

[ ] Customer Comment Card/Complaint Form   [X] 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 <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: <u>Kiersten Beigel, Federal Project Officer, Office of Head Start</u>

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

The following estimates represent annual burden hours.

Information Collection	Category of Respondent	Annual No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
Standard Evaluation Survey for NCPFCE's Training and Technical Assistance Offerings and Resources	TTA event participants/resource users	3,500	1	5 minutes	291.66 hours

*these estimates were based on the following assumptions:
- 35 events (15 webinars, 15 single events, 1 2-day event, 4 cushion)
- 200 participants/event (20-30 people on the low end, 500 people on the high end)
  - This represents 3,500 estimated respondents based on a 50% response rate of participants

FEDERAL COST: The estimated annual cost to the Federal government is <u>$5,365.44</u>

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?

The NCPFCE evaluation team will work with the TTA delivery team, content development team, and communications team to determine the best method for administering the survey. For some TTA events, the survey link may be emailed to a roster of TTA participants using the email addresses provided when registering for the event. For other TTA events, the survey link may be embedded/displayed in the TTA presentation or related materials (e.g., webinar slide, chat box, training module). Other methods may include (but are not limited to) using QR codes or sharing the survey link in MyPeers groups or as part of a specific committee, group meeting, communities of practice gatherings, etc. (e.g., Family Engagement Specialist (FES) meetings). The survey is voluntary and anonymous.

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.