

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

TITLE OF INFORMATION COLLECTION: Child Care State Capacity Building Center
Feedback Collection for Webinars

PURPOSE AND USE: The Administration for Children and Families, Office of Child Care (OCC) funds the Child Care State Capacity Building Center (SCBC) to provide data-informed training and technical assistance services to OCC grantees’ child care agencies and their partners.

OCC seeks approval to collect feedback from participants of webinars provided by SCBC to understand (1) whether participation is useful, timely, and relevant; and (2) whether technical assistance services improve participants’ awareness, knowledge, practice, and organizational capacity. The information gathered will inform planning and improvement of future OCC training and technical assistance to best meet the needs of users for quality, relevant, and useful information.

DESCRIPTION OF RESPONDENTS: Respondents will be individuals who received technical assistance through webinars. These individuals include: OCC grantees (namely, government staff from states, Tribes, and territories); partner organizations, including nonprofit organizations that provide professional development, technical assistance, and other services in support of child care and child care programs, and direct providers of early care and education services, such as child care providers.

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.
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: Patricia Haley, OCC, Supervisory Child Care Program Specialist for TA

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	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
State Capacity Building Center feedback on Webinars	State, local, or Tribal government	750	1	2 minutes	33.3 hours
	Private Sector	250			
Totals		1000	1	2 minutes	33.3 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$2,552.30

This includes staff of the Child Care State Capacity Building Center disseminating, collecting, and analyzing feedback.

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 ☐ 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 universe of potential respondents consists of individuals who participated in webinars provided by SCBC. SCBC provides webinars through a web-based platform, such as Zoom. SCBC requests participant feedback during and at the conclusion of each webinar. Survey questions are embedded within the webinar and are not sent in a separate email to participate. Responses are voluntary.

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 [x] No