

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

TITLE OF INFORMATION COLLECTION: The National Center on Program Management and Fiscal Operations New Director Academy Feedback Surveys

PURPOSE AND USE: The proposed information collection contains two surveys to gather feedback from participants in the New Director Academy (NDA) that will be offered June 10-13, 2024 by the National Center on Program Management and Fiscal Operations (PMFO). The two surveys that will be administered include:

1. PMFO New Director Academy Session Feedback Survey
2. PMFO New Director Academy End-of-Event Feedback Survey

The New Director Session Feedback Survey will be administered to participants at the end of each day of the academy and will ask about the sessions / activities offered on that day. The New Director End-of-Event Feedback Survey will be administered to participants at the conclusion of the academy and will ask participants to provide feedback about the event in its entirety. These surveys are designed to gauge participant satisfaction and will provide feedback to program managers in an efficient manner to improve future service delivery.

DESCRIPTION OF RESPONDENTS: Respondents include training participants—Early Head Start / Head Start directors.

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: David Jones, Senior Program Specialist/Federal Program Officer, Office of
Head Start

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 [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [X] 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

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Burden Hours
New Director Academy Session Feedback Survey	Early Head Start/Head Start Directors	120	4	3 minutes	24
New Director Academy End-of-Event Feedback Survey	Early Head Start/Head Start Directors	120	1	10 minutes	20
Totals		120	5		44

FEDERAL COST: The estimated annual cost to the Federal government is \$1,940.

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 list of potential respondents are individuals that will have participated in PMFO's New Director Academy. We expect a 75% response rate.

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