

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

TITLE OF INFORMATION COLLECTION: Administration for Children and Families
Office of Grants Management Grants Learning Experience Customer Feedback

PURPOSE AND USE: The purpose of this information collection is to collect customer feedback regarding webinars and events held by the Administration for Children and Families (ACF) Office of Grants Management (OGM). OGM sits within the Office of Administration with a mission to provide high-quality fiscal stewardship and management for all ACF- funded recipients across the country and U.S. territories. With support from the Office of Administration, OGM plans to host various national and regional online and in-person learning experiences based on needs identified by the customers of ACF. These learning events will be held on an ongoing basis as part of an effort to build out the agency’s grants management training and technical capacity.

The feedback received through these surveys will allow OGM staff to understand the experience of customers with each learning experience so that they can make improvements to better serve customers and meet their information needs. The surveys will include feedback questions that are structured to be of shorter length during completion of individual learning experience for both online and in-person learning experiences. Data will be used by OGM staff to make improvements to the future learning events. They will not be used for evaluation purposes.

Due to the varied structure of each learning experience for which feedback is needed, the information collection is designed to allow Office of Administration and OGM staff to choose feedback questions tailored to the experience and reduce the potential burden on respondents of needing to answer identical questions for every instance, even when those questions may not be applicable. As such, a universe of question is provided with this request from which Office of Administration and OGM staff will select questions. The estimated average time per survey will be 10 minutes.

DESCRIPTION OF RESPONDENTS: Participants will include state and local human services agency staff, non-profit organization staff, or other public or private organization staff who attend learning experiences and meetings offered by OGM.

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: Augusto Cangahuala, ACF Customer Experience Manager, ACF Office of Administration

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

Tokens of Appreciation or Honoraria:

Will a **token of** appreciation or honoraria be provided to participants? ☐ Yes ☒ No

ANNUAL BURDEN HOURS

Information Collection	Category of Respondent	No. of Respondents	No. of Responses per Respondent	Estimated Time per Response	Annual Burden Hours
ACF Office of Grants Management Grants Learning Experience Customer Feedback	State, local, tribal or territorial government	250	1	10 minutes 0.16 hours	40 hours
ACF Office of Grants Management Grants Learning Experience Customer Feedback	State and local community-based organizations, non-profits, and academic institutions	250	1	10 minutes 0.16 hours	40 hours
Totals		500	1	10 minutes 0.16 hours	80 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$5,625.

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?

The survey will be open only to attendees of an OGM learning experience. The survey will be shared with all attendees of learning experiences after the completion of the session with a request for their feedback.

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- Survey link will be shared as part of the webinar experience
2. Will interviewers or facilitators be used? ☐ Yes ☒ No