Supporting Statements for the
Paperwork Reduction Act Submission

Agency: Office of Justice Programs, Office for Victims of Crime
Title: **OVC TTAC Feedback Form Package:**
              Call Center Feedback
              Consultant Feedback
              Customized TA Participant Feedback
              Focus Group and Interview Protocol
              Future Training and Technical Assistance Needs
              Intensive TA Participant Feedback
              Materials User Feedback
              Online Training Participant Feedback
              Participant Followup
              Pilot Training Participant Feedback
              Requester Feedback
              Scholarship Applicant Feedback – Organizational Scholarship/Conference Support
              Scholarship Applicant Feedback – Professional Development Scholarship
              Speaker Support Participant Feedback
              Training Participant Feedback
              Training Post-Training Assessment
              Training Pre-Training Assessment
              Webinar Participant Feedback
              Website Feedback
              Work Plan TA Participant Feedback

A. JUSTIFICATION

1. Necessity of Information Collection

The Office for Victims of Crime (OVC) is a Federal agency within the Office of Justice Programs, U.S. Department of Justice. This is a request for a revision of OVC TTAC feedback forms covered under collection 1121-0341 (collection 1121-0342 will be discontinued and combined with this revision) to serve the information needs of OVC TTAC under the Office of Justice Program contract.

Congress formally established OVC in 1988 through an amendment to the 1984 Victims of Crime Act (VOCA) to provide leadership and funding on behalf of crime victims. The mission of OVC is to enhance the nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for victims of crime. As one part of its mission, OVC is committed to providing victims of crime with access to comprehensive, quality services. One of the ways it does this is through its training, technical

assistance (TA), and other support to assist the field in building its collective capacity to service victims of crime. The OVC Training and Technical Assistance Center (OVC TTAC) provides comprehensive training and technical assistance (TTA) to further this mission through increasing access to resources in the field.

OVC TTAC was created in 1998 to serve as a central access point for OVC's TTA resources and to funnel resources to local, state, tribal, and Federal agencies to strengthen their capacity to serve victims. OVC sponsors training on victim issues for service providers, law enforcement personnel, prosecutors, the judiciary, clergy, and medical and mental health professionals. OVC TTAC provides user-friendly, efficient, and cost-effective resources by training agencies and organizations on victim-related topics; providing technical assistance in areas such as policy and program development, management, and evaluation; and maintaining a Consultant Network of experts to support OVC's initiatives, customized TTA, and operating a speaker's bureau for conferences, focus groups, and other meetings. OVC TTAC does this through a process that includes needs assessment, analysis, service coordination, and follow-up. Secondly, OVC TTAC works collaboratively with the OVC training and TA provider consortium to help develop or enhance their service delivery capabilities. OVC TTAC assistance in this area includes materials development, arranging topical training sessions, the delivery of specialized TA to support program development, and maintenance of an interactive Website designed to cultivate communication across providers and to promote shared learning between the providers and the field at-large.

OVC and OVC TTAC are interested in assessing client satisfaction with assistance provided, obtaining client feedback on how assistance can be improved, and how the assistance impacted participants. OVC TTAC's evaluation team conducts these assessments for OVC by collecting data from participants, requesters, and consultants/instructors, analyzing this data, and creating reports for OVC TTAC and OVC for TTA improvement purposes and to better understand the needs of the field. The current package includes 20 different survey instruments that collectively establish the OVC TTAC Feedback Form Package. With the exception of Focus Group/Interview Protocol and Training by Request Pre-/Post-Training Knowledge Assessments required for Continuing Education Unit (CEU) credits, the evaluation team does not share identifiable survey data with anyone outside of the evaluation team. The Focus Group/Interview Protocol will also report all information as de-identified; however, this form may also be administered and resulting information synthesized by the programmatic team of OVC TTAC (as opposed to the evaluation team). In addition, surveys do not require identifiable information, although participants are given an opportunity to share contact information and a demographic profiles for reporting on dosage of TTA across OVC TTAC, describing participants, and to allow for future followup about application of TTA content and additional needs. An exception to this is for forms where identification is required for CEU purposes (e.g., pre/post knowledge

assessments) or for reimbursement purposes (e.g., consultant, scholarship, conference support forms). The procedures for sharing and protecting this personally-identifiable information are described in item 2 below. All information collected on the feedback forms is protected in accordance with the Privacy Act of 1974.

2.   Needs and Uses

This is a compilation and extension of the previously approved OVC TTAC Feedback Form Package and the OVC TTAC Online Trainings Package with only minor revisions to reflect the current focus of the TTA provided by OVC TTAC. This information collection request is designed specifically to monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The Package comprises the following forms: Call Center Feedback, Consultant Feedback, Customized TTA Participant Feedback, Focus Group and Interview Protocol, Future Training and Technical Assistance Needs, Intensive TTA Participant Feedback, Materials User Feedback, Online Training Participant Feedback, Participant Followup, Pilot Training Participant Feedback, Requester Feedback, Scholarship Applicant Feedback – Organizational Scholarship/Conference Support, Scholarship Applicant Feedback – Professional Development Scholarship, Speaker Support Participant Feedback, Training Participant Feedback, Training Post-Training Assessment, Training Pre-Training Assessment, Webinar Participant Feedback, Website Feedback, and Work Plan Request Participant Feedback. Each survey instrument will be used to assess client satisfaction with OVC TTAC's TTA activities and assess client perspectives on how such services can be improved.

Personally identifying information will not be released by the evaluation team, with the exception of (1) providing names of those who completed forms that are required for reimbursement purposes, (2) providing pre-/post-knowledge assessment scores to the CEU coordinator so he/she can determine whether they meet the criteria for CEU credits, (3) providing event feedback about scholarship-supported events to the scholarship team (this is only for one section of the scholarship applicant form), and (4) the focus group and interview protocol, which may be used by the programmatic team of OVC TTAC rather than the evaluation team. In all cases, the survey instructions clearly and explicitly explain these restrictions on confidentiality.

OVC TTAC employs onsite procedures to further secure personally identifiable information. Evaluation data cannot be viewed by anyone outside of the evaluation team members, who have signed certificates of confidentiality. These certificates indicate that the identity of persons surveyed/interviewed and related data are to remain confidential, that the removal of names or disclosure of identities and related information is strictly forbidden, and that the contents of surveys/interviews are not to be discussed with anyone except needs assessment

and evaluation team members. Online survey data are stored on a secure Web server until the information is extracted and imported into the evaluation team's databases in a secure-access folder. Hard-copy participant forms are to be collected by the event requester, placed in a sealed envelope, and mailed directly to the evaluation team. The evaluation team then enters the data into its secure electronic databases and stores the hard-copy forms in a locked file cabinet. All data are aggregated for analyses and reporting (except for the focus group protocol, where data will be de-identified but not aggregated).

- The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. This survey is administered on a weekly basis so respondents can more easily recall the assistance received from the Call Center. The online survey will be delivered to the respondents by email, but respondents may request a hard-copy version if they prefer. The survey is designed to gather information about the caller's experience with the Call Center, satisfaction with assistance received, and the respondent's professional background. This form does not request that the respondent provide personally identifiable information.

- The *Consultant Feedback* form will be sent by email to any consultant/instructor providing at least 2 hours (in one session) of training or technical assistance through OVC TTAC. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Consultants are asked to complete the form within one week after the event. The form is designed to gather information about the consultant's satisfaction with the assistance/support received by OVC TTAC during planning. This form requires the consultant's name, because completing this form is a requirement for reimbursement. However, the evaluation team shares only the name (and not identifiable survey data) with other members of OVC TTAC.

- The *Focus Group and Interview Protocol* will be used for leading focus groups or interviews, either through online forums, other virtual meetings, telephone interviews, or in-person meetings. The protocol includes a wide variety of questions that might be asked in a typical focus group or interview. No single focus group or interview would use all of the listed questions; instead, this would serve to be a list of approved questions for focus groups or interviews in the future. The typical focus group would cover approximately 12 questions during a 30–120 minute period (on average, 60 minutes). The questions are designed to gather information about diverse topics, including providing feedback on resources or tools, exploring the needs of a field, and gathering information about a certain project or response, such as planning activities, challenges, and lessons learned. The protocol does not include questions of a sensitive nature, and all responses will be

de-identified for reporting. The interview protocol will typically focus on satisfaction and be used for followup several months after the TTA to gather additional detail on application of the content.

- The *Future Training and Technical Assistance Needs* form is a general form that any TTA participants or website users can complete to indicate if they have TTA needs or if they would like to be added to the OVC TTAC listserv. This form is not part of the evaluation team's protocols, but is an additional form OVC TTAC can use to identify unmet needs of the community. This form may be handed out at in-person events or may be delivered electronically.

- The *Intensive TA Participant Feedback* form is given to recipients of intensive TTA. Intensive TTA may or may not require evaluation and can vary widely in its characteristics. Therefore, the submitted form has item options and placeholders for objectives that show some alternate question wording to accommodate the unique nature of these events. Items may be customized in the illustrated ways, given the objectives and structure of specific work plans. However, the overall burden and estimated number of questions will not change significantly (unless it is to reduce the number of items). The *Intensive TTA Participant Feedback* form begins with a matrix of capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. These questions may be asked either just post-training; pre-training and post-training; or pre-training, post-training, and followup. Depending on the nature of the intensive TTA, this form may be delivered via email to an online survey link or in-person at the conclusion of an event in hard-copy form.

- The *Materials User Feedback* form will be administered to every person accessing OVC TTAC's applicable online curriculum resources through a pop-up request to participate in a survey (either at that time or at a later date). The form is completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The form is designed to gather information about the participant's satisfaction with the downloaded materials. This form does not request that the respondent provide personally identifiable information other than their ZIP code for purposes of mapping respondents to understand usage trends.

- The *Online Training Participant Feedback* form will be administered to every person accessing OVC TTAC's applicable online trainings, either by email collected through registration or by a pop-up at the end of the training. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed

or faxed to the respondent, as needed). The form is designed to gather information about the participant's satisfaction with the service received. The form is also customizable to a number of online training needs. For instance, the introduction can either say that it's completely voluntary or that it is required for CEU accreditation, depending on the training. The *Online Training Participant Feedback* form begins with a matrix of capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. These questions may be asked either post-training; pre-training and post-training; or pre-training, post-training, and followup. Some trainings have modules and necessitate the module-level questions, while these questions would be removed for simpler online trainings. Self-paced trainings will not use presenter questions, while trainings with "virtual classrooms" with an active instructor (like the NVAA described below) will. Highlighted questions are also known questions that are relevant for only certain online trainings. This form does not request that the respondent provide personally identifiable information other than their name *if* completion is required for CEU accreditation or their email address if they want to participate in a 3-month followup survey.

- The *Participant Followup* forms will be sent by email (also through an online survey link) three months after the event to those participants who provided their email address on the participant feedback forms described in this package. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The *Participant Followup* surveys assess, 3 months after the event, client perceptions about the extent the TTA event changed their knowledge, ability to serve victims and collaborate with others in the field, and actions/behaviors. The survey also asks about how useful the materials have been and how the respondent has applied the learned knowledge/skills.

- The *Pilot Training Participant Feedback* form will be used to gather critical information about curricula in development. The form begins with a matrix of capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. These questions may be asked either post-training; pre-training and post-training; or pre-training, post-training, and followup. This form can be administered to anyone who observes a pilot training, whether they are pilot participants or staff or consultants. This form is similar in content to the *Training Participant Feedback* form, but includes additional open-ended questions about the content, timing, and materials of the training for planning purposes. The form will be administered in-person at the conclusion of a pilot event.

- The *Requester Feedback* forms will be sent by email to every person requesting TTA through OVC TTAC. The form begins with a matrix of capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. These questions may be asked either just post-training; pre-training and post-training; or pre-training, post-training, and followup. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Requesters are asked to complete the form within one week after the event. The form is designed to gather information about the requester's satisfaction with the service received and with the consultant(s) assigned to deliver the request. This form does not request that the respondent provide personally identifiable information other than the name of the event being assessed.

- The *Scholarship Applicant Feedback – Organizational Scholarship/Conference Support* form will be sent by email to any individuals representing organizations that apply to receive funding support to cover conference costs for victims or a conference their organization is planning. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent's experience with the application process and organizational characteristics. This form requires the respondent to provide his/her name if he/she was awarded a funding (because completion of the survey is a requirement for reimbursement), but the evaluation team shares only the name (and not identifiable survey data) with other members of OVC TTAC. This is stated explicitly on the form. Applicants who were not awarded funding are not required to provide any identifiable information.

- The *Scholarship Applicant Feedback – Professional Development Scholarship* form will be sent by email to any individuals who apply to receive a scholarship. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). Applicants are asked to complete the form within 14 days after the event. The form is designed to gather information about the respondent's experience with the application process, professional background, and feedback on the event (if he/she was awarded a scholarship). This form requires the respondent to provide his/her name if he/she was awarded a scholarship (because completion of the survey is a requirement for reimbursement), but the evaluation team shares only the name and feedback about the funded event with other

members of OVC TTAC. This is stated explicitly on the form. Applicants who were not awarded a scholarship are not required to provide any identifiable information.

- The *Training Participant Feedback, Speaker Support,* and *Customized TA Participant Feedback* forms will be given to all individuals who participate in an OVC TTAC TTA in-person event at the end of the event. The *Training Participant Feedback* form is for standard curriculum trainings designed by OVC TTAC, the *Customized TA Participant Feedback* form is for customized TTA events, and the *Speaker Support Participant Feedback* form is for events where OVC TTAC provides speaker support at conferences or events. These forms are intended to capture important feedback from participants about TTA events, including the performance of the instructor; satisfaction with the TTA; the applicability of the TTA to the participant's job duties; changes in knowledge, skills, and attitudes; what they learned; and the professional background of the respondent. The *Customized TA Participant Feedback* and *Training Participant Feedback* forms begin with a matrix of capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. These questions may be asked either post-training; pre-training and post-training; or pre-training, post-training, and followup. Items may be customized in the illustrated ways, given the objectives and structure of specific work plans. In addition, the *Training Participant Feedback* form has questions about the training modules, including items about module-specific learning objectives that will change for each different curriculum. Respondents have the option to provide an email address if they would like to participate in a followup survey. This identifiable information will be strongly protected and not shared with anyone outside of the evaluation team.

- The *Training Pre-Training* and *Post-Training Assessments* will be sent by email to any participants intending to receive CEU credits from OVC TTAC events. The forms are completed through an online survey, and hard-copy versions are available upon request (these would be emailed or faxed to the respondent, as needed). The *Pre-Training Assessment* will be completed prior to the training (approximately 2 weeks previous to the event), while the *Post-Training Assessment* will be completed after the training (approximately 2–3 weeks following the event) in order to measure changes in knowledge due to the training event. In order to determine whether participants meet the CEU requirements, the form asks for the name of the individual so that credits can be granted.

- The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC webinars. The *Webinar Participant Feedback* form begins with a matrix of

capacity-building measurements that will be asked during appropriate trainings and inserted prior to the training, tailored to the needs of the work plan and the objectives of OVC TTAC. A link to the online survey will either be incorporated into the webinar or the coordinator may send a link out by email to all registered participants. The survey is designed to gather information about the performance of the instructor; satisfaction with the webinar; applicability of the TTA to the participant's job duties; changes in knowledge, skills, and attitudes; what they learned; and the professional background of the respondent. Similar to the *Training Feedback* form, there may be a small number of questions tailored to each webinar's learning objectives.

▪ The *Website Feedback* form is available in two formats: (1) continuously available on the OVC TTAC website for anyone who would like to provide feedback and (2) through pop-ups that ask individuals on the website if they would like to share feedback. The survey is designed to gather information on the respondent's experience with the website, its usability and effectiveness, and the respondent's professional background. This form does not request that the respondent provide personally identifiable information.

▪ The *Work Plan TA Participant Feedback* form is given to participants of Work Request Plans specially requested by OVC for unique tasks. Work plans may or may not require evaluation and can vary widely in their characteristics. Items may be customized in the illustrated ways, given the objectives and structure of specific work plans. However, the overall burden and estimated number of questions will not change significantly (unless it is to reduce the number of items). Depending on the nature of the work plan, this form may be delivered via email to an online survey link or in-person at the conclusion of an event in hard-copy form.

3. <u>Efforts to Minimize Burden</u>

The evaluation team is committed to reducing the burden on survey respondents to the extent possible. Flexible modes of completion, use of online surveys to minimize data entry, and customizable instruments that allow for use of most relevant items should help minimize the burden on respondents. For instance, respondents will be given the option of completing most forms via an online survey or hard-copy (which can be returned by mail, fax, or scanned email) for greater convenience of the respondent. During the development process, survey forms were streamlined to focus on including the most relevant questions. Furthermore, instruments such as the online training form and focus group protocol also allow for customization to select only the necessary items from the listed questions, depending on the resource or activity being evaluated. These efforts were made to reduce the time burden on respondents. General data entry and analysis will be conducted using SPSS and other comparable statistical software.

4.   <u>**Efforts to Identify Duplication**</u>

The information to be collected is only for the purposes of OVC TTAC and is not available elsewhere.

5.   <u>**Methods to Minimize Burden on Small Businesses**</u>

Small businesses or other small entities are not a specific target population for OVC TTAC services. However, should members of this target population request services, their level of satisfaction with the services rendered may be requested. Furthermore, the amount of potential burden placed on respondents was considered when the OVC TTAC Feedback Form Package was developed, and every attempt was made to reduce the time and effort needed to complete the forms.

6.   <u>**Consequences of Less Frequent Collection**</u>

The OVC TTAC Feedback Form Package is designed specifically to identify the needs of the field and monitor the effectiveness of OVC TTAC's programming, ensuring accountability, and quality customer service. The data will then be used to advise OVC TTAC on ways to improve the support provided to its users and the victim service fields at-large. Without this information, OVC TTAC will be at a disadvantage with regard to knowledge about the quality and effectiveness of services being rendered and user satisfaction.

7.   <u>**Special Circumstances Influencing Collection**</u>

▪ Respondents of the *Customized TTA, Intensive TTA, Pilot Training*, *Speaker Support, Training*, and *Work Plan Request* participant surveys are requested to complete the form immediately following the event, and respondents of *Online Training Participant Feedback* surveys are requested to complete the form immediately following the completion of the training (via pop-up or email). This is important to capture immediate feedback on the event and the content covered during the event before it is forgotten. Burden to the respondent is also reduced, as the forms are distributed directly to the respondents, and the respondents need not physically move or otherwise inconvenience themselves to complete the form. The *Website Feedback* survey is posted on the website for passive completion by any who would like to provide feedback at their own pace as well as offered through a pop-up window to ask for feedback. Respondents of the remaining forms have the flexibility of completing the forms within 1–2 weeks, depending on the specific form.

- Respondents are only *required* to submit surveys for those needing reimbursement (consultant/instructors, scholarship awardees, conference support awardees) or if an individual wants to receive CEU credits.

- Respondents are not required to maintain records for this data collection effort.

- A statistically based survey method (i.e., with probability-sampling, missing response adjustment/analysis, or statistical estimation techniques) is not being used.

- The statement of confidentiality on the survey forms conforms to the Privacy Act of 1974. A statement of confidentiality is provided with explanations of the limitations of confidentiality and voluntary nature of surveys. Respondents are not asked to disclose sensitive or protected information for any survey forms.

8.   **Public Comment and Consultation**

A 60- and 30-day notice will be published in the Federal Register to solicit public comments in accordance with the Paperwork Reduction Act requirements. If we receive comments, those comments will be summarized and actions taken by OVC TTAC described herein. Moreover, experts in the field of training and technical assistance have been consulted in the creation of the OVC TTAC Feedback Form Package. These experts have helped to refine the forms to ensure that they are comprehensive yet not overly burdensome for respondents.

9.   **Payment or Gift to Respondents**

No payments or gifts will be provided to respondents for completing any of the surveys. However, completing the forms is one of the multiple requirements for consultants/instructors or scholarship/conference support awardees receiving reimbursement. Participation is voluntary except in situations when respondents would like reimbursement or CEU credits. In addition, interviews and focus groups will include a small token of appreciation for those that participate.

10.   **Assurance of Confidentiality**

All information on the feedback forms will be protected in accordance with the Privacy Act of 1974. Any release of information will conform to the stipulations of the Privacy Act and the guidelines of the Institutional Review Board (IRB) as determined by Title 45 Part 46 of the Code of Federal Regulations (see Section 11 for information on IRB). Only members of the evaluation team will have access to completed forms for the purposes of entry and analysis (except the focus group form which will be used by the programmatic team of OVC TTAC).

Once the information from each form has been entered into an electronic database, only those persons with a valid identification, password, and permissions will have access to the information. No personally-identifiable information will be contained within the electronic database, other than contact information for followup surveys or names for reimbursement or CEU crediting purposes. The physical forms will be maintained in a locked filing cabinet with limited access.

11.   Justification for Sensitive Questions

There are no questions deemed to be sensitive in nature. OVC TTAC's evaluation activities have undergone review and been approved by ICF's Institutional Review Board (IRB) (ID#112136), which was established to ensure that research is conducted in compliance with Federal regulations, particularly Title 45 Code of Federal Regulations, Part 46, which is the general IRB rule applicable to Federally sponsored research. The primary purpose of the IRB is to protect the welfare of human research subjects and to ensure that physical, psychological and social risks to them are minimized.

12.   Estimate of Hour Burden

The OVC TTAC Feedback Form Package contains forms that will require varying levels of burden hours to complete. For this reason, we have outlined the estimated annual burden hours for each form as well as aggregated estimated burden hours for the *entire Package*. These estimates are based on the expected number of events within each activity type and the average number of respondents per event from past years. Pilot testing of the forms with staff was used to derive average completion times. Actual calculated times were rounded up to the next multiple of 5 for conservative estimates.

- The *Call Center Feedback* form will be administered to individuals who call OVC TTAC's Call Center. The survey has 20 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 200 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 50 hours.

  Number of Respondents (annually): 200
  Number of Online Respondents (annually): 200 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.25 hrs. (15 minutes)
  Estimated Total Annual Burden Hours: 50

- The *Consultant Feedback* form will be completed by consultants/instructors providing training or technical assistance through OVC TTAC for sessions with a duration of 2 or more hours. The survey has 7 items, including 4 rating scale items, 1 closed-ended question, and 2 open-ended questions. The form will contain pre-printed information about the specific event. These forms will take approximately 5 minutes to complete. Approximately 145 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 11.6 hours.

  Number of Respondents (annually): 145
  Number of Online Respondents (annually): 145 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
  Estimated Total Annual Burden Hours: 11.6

- The *Customized TA Participant Feedback* form will be completed by all individuals who participate in OVC TTAC's customized TTA. The survey has 39 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 2,000 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 500 hours.

  Number of Respondents (annually): 2,000
  Number of Online Respondents (annually): 2,000 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.25hrs. (15 minutes)
  Estimated Total Annual Burden Hours: 500

- The *Focus Group and Interview Protocol* form will be used to facilitate focus groups or interviews. Similar to the *Online Training* Form, this protocol includes a wide range of questions, not all of which would be used during any one session. Typically, these focus groups will have discussion on approximately 12 open-ended discussion questions across a 30–120 minute period (we estimate an average of 60 minutes). Up to 200 individuals are expected to participate in focus groups or interviews on an annual basis for an estimated total annual burden of 200 hours.

  Number of Respondents (annually): 200
  Number of Online Respondents (annually): 0 (0%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 1.00 hr. (60 minutes)

Estimated Total Annual Burden Hours: 200

- The *Future Training and Technical Assistance Needs* form will be used to assess respondents' additional TTA needs and allow them to sign up for the listserv. The form has five questions, including mostly closed-ended and open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 500 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 4.2 hours.

  Number of Respondents (annually): 500
  Number of Online Respondents (annually): 500 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
  Estimated Total Annual Burden Hours: 40

- The *Intensive TA Participant Feedback* form is given to recipients of intensive TTA. The number of items varies by event due to the unique nature of intensive TTA events, but an average estimate is about 50 items (ranging from 40–64 items), including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 300 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 75 hours.

  Number of Respondents (annually): 300
  Number of Online Respondents (annually): 300 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.25 hrs. (15 minutes)
  Estimated Total Annual Burden Hours: 75

- The *Materials User Feedback* form will be completed by individuals using materials obtained from OVC TTAC (typically by downloading from the OVC TTAC website). The survey has 36 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 10 minutes to complete. Approximately 100 individuals are expected to complete the form on an annual basis for an estimated total annual burden of 17 hours.

  Number of Respondents (annually): 100
  Number of Online Respondents (annually): 100 (100%)

Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 17

- The *Online Training Participant Feedback Form* will be completed by participants of a variety of online trainings. The survey is customizable and all listed items are not expected to be used for any single training. However, as a conservative estimate of burden, we will estimate with the full number of listed items (54). These items include mostly closed-ended and rating scale items with a small number of open-ended questions. This form is expected to take approximately 20 minutes to complete. Approximately 11,200 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 3,696 hours.

  Number of Respondents (annually): 11,200
  Number of Online Respondents (annually): 11,200 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.33 hrs. (20 minutes)
  Estimated Total Annual Burden Hours: 3,696

- The *Participant Followup* form will be completed by individuals who participate in OVC's customized TA 3 months after the initial event. The survey has 12 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 6,645 individuals (300 for standard trainings, 145 for NVAA trainings, 5,500 for customized trainings, and 500 for SMCCP trainings) are expected to complete the survey on an annual basis for an estimated annual burden of 531.6 hours.

  Number of Respondents (annually): 6,645
  Number of Online Respondents (annually): 6,645 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.08 hrs. (5 minutes)
  Estimated Total Annual Burden Hours: 531.6

- The *Pilot Training Feedback* form will be used to gather critical information about curricula in development. The survey has 52 questions (although that number may vary), including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 20 minutes to complete. Approximately 50 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 16.5 hours. (Please note that while this survey has a higher

burden, participants of pilot trainings will likely be leaders in the field who are especially motivated to provide feedback on newly developed trainings.)

Number of Respondents (annually): 50
Number of Online Respondents (annually): 50 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.33 hrs. (20 minutes)
Estimated Total Annual Burden Hours: 16.5

- The *Requester Feedback* forms will be completed by those requesting either standard curriculum trainings or customized TTA. The survey has 30 items, including mostly closed-ended and rating scale items with a small number of open-ended questions. The form will contain pre-printed information about the specific event and instructors. This form will take approximately 10 minutes to complete. Approximately 75 individuals are expected to complete the forms on an annual basis for an estimated total annual burden of 12.5 hours.

Number of Respondents (annually): 75
Number of Online Respondents (annually): 75 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 12.8

- The *Scholarship Applicant Feedback – Organizational Scholarship/Conference Support* form will be completed by any individuals representing organizations that apply to receive funding support to cover conference costs for victims or a conference their organization is planning. The survey has 15 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Up to 30 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 5.1 hours.

Number of Respondents (annually): 30
Number of Online Respondents (annually): 30 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 5.1

- The *Scholarship Applicant Feedback – Professional Development Scholarship* form will be completed by any individuals who apply to receive a scholarship. The survey has 32

questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 120 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 20 hours.

Number of Respondents (annually): 330
Number of Online Respondents (annually): 330 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.25 hrs. (15 minutes)
Estimated Total Annual Burden Hours: 82.5

- The *Speaker Support Participant Feedback* form will be completed by all individuals who participate in OVC TTAC's customized TA. The survey has 29 items, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 5 minutes to complete. Approximately 1,200 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 204 hours.

Number of Respondents (annually): 1,200
Number of Online Respondents (annually): 1,200 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
Estimated Total Annual Burden Hours: 204

- The *Training Participant Feedback* form will be completed by all individuals who participate in OVC TTAC's in-person standard curriculum trainings and online NVAA training. The number of items varies by training due to module-specific questions, but an average estimate is about 46 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 20 minutes to complete. Approximately 150 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 50 hours.

Number of Respondents (annually): 150
Number of Online Respondents (annually): 150 (100%)
Frequency of Response: Once
Average Burden Hours Per Response: 0.33 hrs. (20 minutes)
Estimated Total Annual Burden Hours: 50

- The *Training Pre-Training Assessment* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 10 minutes to complete. Approximately 150 individuals are expected to complete the pre-assessments prior to training on an annual basis for an estimated total annual burden of 25.5 hours.

  Number of Respondents (annually): 150
  Number of Online Respondents (annually): 150 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
  Estimated Total Annual Burden Hours: 25.5

- The *Training Post-Training Assessment* will be completed by any participants intending to receive CEU credits from OVC TTAC events. The number of items varies by training, but an average estimate is about 32 items per assessment, including all multiple choice items. These forms will take approximately 10 minutes to complete. Approximately 150 individuals (the same individuals who completed the pre-test) are expected to complete the post-assessments after training on an annual basis for an estimated total annual burden of 25.5 hours.

  Number of Respondents (annually): 150
  Number of Online Respondents (annually): 150 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
  Estimated Total Annual Burden Hours: 25.5

- The *Webinar Participant Feedback* form will be administered to participants of OVC TTAC webinars. The survey has 42 questions (although this number may vary), including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 15 minutes to complete. Approximately 3,000 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 500 hours.

  Number of Respondents (annually): 3,000
  Number of Online Respondents (annually): 3,000 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.17 hrs. (15 minutes)
  Estimated Total Annual Burden Hours: 750

- The *Website Feedback* form is continuously available on the OVC TTAC website for anyone who would like to provide feedback. The survey has 18 questions, including mostly rating scale and closed-ended questions with a small number of open-ended questions. These forms will take approximately 10 minutes to complete. Approximately 100 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 17 hours.

  Number of Respondents (annually): 100
  Number of Online Respondents (annually): 100 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.17 hrs. (10 minutes)
  Estimated Total Annual Burden Hours: 17

- The *Work Plan Request Participant Feedback* form is given to participants of Work Plan Requests specially requested by OVC for unique tasks. The number of items varies by event due to the unique nature of work plan events, but an average estimate is about 40 items, including mostly rating scale and closed-end questions with a small number of open-ended questions. These forms will take approximately 20 minutes to complete. Approximately 300 individuals are expected to complete the survey on an annual basis for an estimated annual burden of 99 hours.

  Number of Respondents (annually): 300
  Number of Online Respondents (annually): 300 (100%)
  Frequency of Response: Once
  Average Burden Hours Per Response: 0.33 hrs. (20 minutes)
  Estimated Total Annual Burden Hours: 99

Aggregated total number of respondents/responses for this entire package: 26,825

Percent of Responses expected to complete electronically: 87.0%

Aggregated annual hour burdens for entire Package: 6,409

13.   **Estimate of Cost Burden**

The **estimated total annual cost burden** to respondents resulting from the collection of information as part of the OVC TTAC Feedback Form Package is $125,373.88. The Package contains forms that will require varying levels of burden hours to complete, which will affect the

estimated cost burden. The estimates of annualized cost to respondents are based on appropriate wage rate categories and annual salaries for position types in which respondents serve.

Participants: 26,305 responses x $4.67 per response = $122,879.27.
Requesters: 75 responses x $3.31 per response = $248.96.
Consultants: 145 responses x $6.50 per response = $942.50.
Call Center: 200 responses x $4.86 per response = $972.50.
Website Users: 100 responses x $3.31 per response = $330.65.
Total annual cost: $125,373.88.

14.   Estimated Annualized Cost to Federal Government

We estimate the **annualized cost to the Federal government** to be $325,592. This cost estimate is based on the work projected for completion under the contract for this training and technical assistance effort. As outlined below, the estimated annual Federal costs associated with the OVC TTAC Feedback Form Package include the capital/startup and operating and maintenance costs necessary for this information collection to include: the quantification of hours for managerial and support staff to administer the Feedback Form Package process; the acquisition or development of automated, electronic, mechanical, or other technological collection techniques; and operational expenses (e.g., equipment, overhead, printing, etc.) for the three years for which this approval is sought.

- Capital/Startup costs: $19,847. This amount includes labor for updating and revising instruments and systems.

- Operating and Maintenance costs: $305,745. This amount reflects the **total annual costs** for operating and maintaining evaluation activities, including the necessary software and labor necessary to implement, analyze, and report on this effort and printing costs for paper surveys.

15.   Reasons for Program Changes

This information collection request is a request for a revision of OVC TTAC feedback forms covered under collection 1121-0341. OVC TTAC client feedback forms are currently approved under OMB Control Numbers 1121-0341 and 1121-0342, but are being compiled and renewed together in this collection request. Two new forms are submitted in this package (which are alterations of previous forms): *Intensive TA Participant Feedback* Form and *Speaker Support Participant Feedback* Form.

16.   **Plans for Publication**

There are no current plans for regular external publication. OVC intends to review the results for internal program management purposes. Upon request, summary reports will be shared with the field to share about overall trends and feedback.

17.   **Expiration Date Approval**

OVC will display the OMB control number and expiration date.

18.   **Exceptions to Certification Statement**

There are no exceptions to Item 19 of OMB form 83-I.