

June 19, 2007

To: Nicole Cafarella  
OMB Desk Officer

From: Kathy Axt  
RIMS/Education

The ***What Works Clearinghouse (WWC) Customer Survey*** was originally approved as part of the WWC full information collection request under OMB control number 1850-0788 in 2003. The online customer survey is a means for the WWC to monitor its services to ensure that it produces and provides relevant online products and services that allow end users to more effectively improve educational outcomes for children. The survey will gather information from WWC website users who wish to submit their responses with the level of their satisfaction with the online services and information provided by the WWC. WWC and ED staff will use the resulting survey data to enhance the structure and content of the website and to ensure that it is tailored to user needs and is easy for users to navigate.

Since this relates to a customer survey, ED is officially moving it to the more appropriate OMB control number, 1800-0011 (Master Plan for Customer Surveys and Focus Groups). The hours for the customer survey have already been decreased from the 1850-0788 collection. However, the hours for 1800-0011 are unchanged since the hours for this customer survey fall within the annual cap of 1800-0011.