

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** *Equity Assistance Centers Customer Satisfaction Survey*

**SURVEY**       **FOCUS GROUP**       **SOFTWARE USABILITY TESTING**

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

The intended purpose of this customer satisfaction survey is to provide feedback from customers of the Equity Assistance Centers (EACs) in the Training and Advisory Services Program. The U.S. Department of Education needs to use customer feedback obtained through this collection to help us assess and track program performance, manage and improve the program, and report to the Office of Management and Budget (OMB) and Congress on the GPRAs measures for the program.

The Library of Congress administers this customer satisfaction survey annually in the Spring by attaching the survey form to an email to the work addresses of all EAC clients in State education agencies, school districts, schools, and other organizations. The survey form is sent by FAX and mail to clients who request it, and also to non-respondents.

Responses to the survey are voluntary. To encourage respondents, a letter from the Department is emailed with the survey, and an alert about the survey is sent separately by mail. In 2008, 265 clients completed the survey, 232 clients completed the survey in 2007, and 112 in 2006. The Department estimates that no more than 300 EAC clients will fill out the survey annually during the next several years.

We anticipate using this customer survey at the beginning of April 2009. The previous valid OMB control number for this survey was 1800-0011, and OMB authorization expired on 8/31/2008.

To identify clients to receive the survey, the Department needs to collect the names of clients, the organizations where they work, and their office contact information from the ten EAC Directors. The numbers of clients provided by each EAC has ranged from 20 to 68, with an average of 35 clients per EAC.

## **AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

No payment is planned for this administration.

**BURDEN HOUR COMPUTATION** (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
EAC customers	300	7 minutes	35 hours
EAC Directors	10	4 hours	40 hours
<b>Totals</b>	310		<b>75 hours</b>

## **BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
EAC customers	300	0	7 minutes	0
EAC Directors	10	0	4 hours	0
<b>Totals</b>	310	0		<b>0</b>

**STATISTICAL INFORMATION**

Statistical methods will include calculation of descriptive statistics, including frequencies and percentages.

The Library of Congress sends the customer satisfaction survey every Spring to the work addresses of all EAC clients in State education agencies, school districts, schools, and other organizations. The list includes all clients with whom the EAC both negotiated a plan for services and provided services anytime during the school year and/or the preceding summer.

In 2007 and 2008, for the first time, an alert about the survey was sent by mail to all clients, and the survey form was sent by mail to non-respondents. The response rate rose from 48% in 2006 to 76% in both 2007 and 2008.

**REQUESTED APPROVAL DATE: March 27, 2009**

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