

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** ED Data Express Customer Survey – OMB #1800-0011

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

## DESCRIPTION OF THIS SPECIFIC COLLECTION

- 1. Intended purpose:** The purpose of this survey is to collect feedback from the public on their impressions of the ED Data Express website and to collect suggestions for potential improvements. It will be a voluntary survey that will be hosted on the website.
- 2. Need for the collection:** To assess public reaction to a new product so that we can address viewers' interests and needs.
- 3. Planned use of the data:** The ED Data Express team will use the data as a measure of public perception of the site, as well as a way of informing decisions around the future direction of the site.
- 4. Date(s) and location(s).** This survey will be located on the ED Data Express website for up to 1 year.
- 5. Collection procedures.** Responses to the survey will be monitored on an ongoing basis through an "admin" tool on the back end of the survey site that allows us to view survey statistics.
- 6. Number of focus groups, surveys, usability testing sessions.** This is the only customer satisfaction that will be included on the site at this time.
- 7. Description of respondents/participants.** We anticipate that respondents will include members of the public and Department of Education employees who visit the site and want to provide feedback. Respondents could include, but are not limited to, federal employees, state agency employees, educators, researchers, members of Congress, and students.

## AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Public	500	10 minutes	83.33 hours

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
Public	500	0	10 minutes	0

**STATISTICAL INFORMATION**

N/A

**REQUESTED APPROVAL DATE:** December 31, 2009

**NAME OF CONTACT PERSON:** Jane Clark

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**ED DEPARTMENT, OFFICE:** OESE-OAS