

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Customer Service Survey for OELA Discretionary Grantees

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. **intended purpose**
The purpose of the survey is to collect information on OELA customer satisfaction from discretionary grantees it monitors.
2. **need for the collection,**
The collection is needed because OELA currently does not have a means for collecting information on customer service from its grantees.
3. **planned use of the data,**
Survey information will be used to determine areas of strength and weakness in OELA's customer service in order to assess and improve OELA's customer service to discretionary grantees
4. **date(s) and location(s),**
The survey is expected to be administered by the end of June
5. **collection procedures,**
Respondents will be requested to e-mail the survey to OELA
6. **number of focus groups, surveys, usability testing sessions**
One survey will be sent to all grantees.
7. **description of respondents/participants.**
Respondents are directors of OELA discretionary grants funded under the National Professional Development Program, the Foreign Language Assistance Program, the Native American and Alaska Native Children in School Program.

(State whether the data collection will be completed one time, will be collected on an annual basis, or other.)

Data collection will be completed one time.

Attach a copy of the proposed collection instrument, e.g., survey questions, focus group script, usability testing plan. If a focus group also includes a survey, include both.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

There is not proposed stipend or other incentive

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
Grant Project Director	275	10 minutes	45.8
Totals	275	10 minutes	45.8

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Grant Project Director	275	100.00	10 minutes	\$4,583.00
Totals	275	100.00	10 minutes	\$4,583.00

STATISTICAL INFORMATION

If statistical methods are to be used, fully describe the methodology, sample selection, expected response rates, and any other concepts needed to provide a full understanding of those methods.

REQUESTED APPROVAL DATE: June 21st

NAME OF CONTACT PERSON: Cynthia Ryan

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MAILING LOCATION: Cynthia.ryan@ed.gov

ED DEPARTMENT, OFFICE: OELA