

## Customer Service Survey for OELA Discretionary Grantees

The purpose of this voluntary survey is to collect information from respondents on their satisfaction with customer service provided by Office of English Language Acquisition (OELA). Respondents to this survey are project directors of grants administered under the Native American and Alaska Native Children in School Program, the Foreign Language Assistance Program, and the National Professional Development Program. Survey information will be used to determine areas of strength and weakness of OELA customer service and assist OELA in improving technical assistance to grantees.

On a scale of 1-5 where 5 represents the highest possible rating please rate each of the following questions:

1. As applicable, how helpful were grantee meetings in providing you with information to carry out your grant?  
1 2 3 4 5
2. How helpful were application materials in assisting you in preparing an application?  
1 2 3 4 5
3. How helpful is your discretionary grant program specialist in responding to inquiries in a timely manner?  
1 2 3 4 5
4. How helpful is your discretionary grant program specialist in providing technical assistance on grantee requirements to assist you in carrying out your grant effectively?  
1 2 3 4 5

### Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1800-0011. The time required to complete information for the data collection is estimated to average 10 minutes for completion of the survey. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4651. If you have comments or concerns regarding the status of your individual submission of this form, write directly to: Office of English Language Acquisition NPD, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-6510.