

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

NCSRC Webinar Evaluation

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

The U.S. Department of Education (ED) has as one of its many policy goals expanding the number high-quality public school choice options. Specifically, according to Part B section 5201 of the Elementary and Secondary Education Act, two of the established purposes of the Charter School Program (CSP) office are: evaluating the effects of such schools, including the effects on students, student academic achievement, staff and parents, and expanding the number of high-quality charter schools available to students across the nation.

To provide technical assistance and resources to the CSP's State Education Agency (SEA) grantees, the National Charter School Resource Center (Resource Center) holds periodic webinars to disseminate information and provide an opportunity for discussion and information sharing. The Resource Center will use the information gathered to determine the success and usefulness of the webinar format, topic selection, and other features. Information from the surveys will be used to improve future webinars.

Surveys will be performed electronically immediately following monthly webinars, typically held in the afternoon on the third Wednesday of each month. The next webinar is scheduled for 3:00 PM on December 15, 2010.

Respondents will be the project directors for the CSP's SEA grantees, or other members of their teams.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

No payments are planned.

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 |
|------------------------|--------------------|--------------------|--------|
| Survey | 480 | 10 minutes | 80 hrs |

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|---------------|------------|-------------------|---------------|
| | | | |
| Totals | 480 | 10 minutes | 80 hrs |

BURDEN COST COMPUTATION

| Category Respondent | of | No. of Respondents | Hourly Rate | Response Time | Total |
|--------------------------------|-----------|---------------------------|------------------------|--------------------------|-------------------|
| Survey | | 480 | \$35.00 | 80 hrs | \$2,800.00 |
| Totals | | 480 | \$35.00 | 80 hrs | \$2,800.00 |

STATISTICAL INFORMATION

Only participation rates and frequency will be determined statistically.

REQUESTED APPROVAL DATE: December 15, 2010

NAME OF CONTACT PERSON: Erin Pfeltz

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ED DEPARTMENT, OFFICE: OII, Charter Schools Program