

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Charter Support Organization Master Class Survey

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.

Charter Support Organizations (CSOs) typically work within a state to provide support to charter schools. In order to assist CSOs in reaching out to charter schools in their states and providing strong support, the CSP contracts for CSO “Master Classes” to train members of these organizations and provide technical assistance. As a part of these classes, a survey will be administered both to assess the experience of the CSO and the quality of the Master Class.

Surveys will be performed in person immediately following each Master Class, held four times per year, with an average of 40 attendees. The most recent Master Class was held in early January; the survey will be retroactively sent to participants to gain their feedback.

Respondents will be participants in the Master Classes, who are employees of CSOs.

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	160	15 minutes	40 hrs

Totals	160	15 minutes	40 hrs

BURDEN COST COMPUTATION

Category Respondent	of	No. of Respondents	Hourly Rate	Response Time	Total
Survey		160	\$35.00	40 hrs	\$1,400.00
Totals		160	\$35.00	40 hrs	\$1,400.00

STATISTICAL INFORMATION

Only participation rates and frequency will be determined statistically.

REQUESTED APPROVAL DATE: February 1, 2010

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ED DEPARTMENT, OFFICE: OII, Charter Schools Program