

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: OME Technical Assistance Evaluation (the collection that is the subject of the 10-day review request)**

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

## DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:** Assess technical assistance sessions and information presented to the Migrant Education Program, High School Equivalency Program, and College Assistance Program stakeholders/grantees.
2. **Need for the collection:** As part of the Office of Elementary and Secondary Education's Technical Assistance Plan and overall organizational assessment, each program office is to evaluate the technical assistance sessions provided to stakeholders/grantees.
3. **Planned use of the data:** The Department and its contractors (when necessary) will collect and collate the data and include it in the evaluation of the technical assistance sessions provided to stakeholders/grantees. The data collected from the technical assistance sessions will be used to rate each program office for the organizational assessment and will be used to improve and inform future technical assistance and program monitoring.
4. **Date(s) and location(s).** At least once a month via virtual meeting, WebEx, and will be distributed electronically.
5. **Collection procedures.** The Department (and contractor when necessary) will perform the following:
  - a. An invitation will be emailed to stakeholders/end-users to complete the survey;
  - b. A link to the web-based survey will be included in the email (<https://www.surveymonkey.com>) and/or electronic copy in Word as an attachment via email;
  - c. Responses will be analyzed internally and raw data will be provided to each team for further analysis.
6. **Number of focus groups, surveys, usability testing sessions.** A survey containing no more than 10 questions will be sent to approximately 1000 stakeholders/grantees spanning approximately 20 technical assistance sessions.
7. **Description of respondents/participants.** There are 48 State Education Agencies that have a Migrant Education Program, 46 HEP grantees, 40 CAMP grantees. The survey will be sent electronically to stakeholders/from these States and projects.

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**

No payments or incentives will be used.

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

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Grantees/Subgrantees	1000	10 minutes	167 hours
<b>Totals</b>			

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
N/A	N/A	N/A	N/A	N/A
<b>Totals</b>				

**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: 5/31/2011**

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**ED DEPARTMENT, OFFICE: Office of Elementary and Secondary Education  
Office of Migrant Education**