

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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## TITLE OF INFORMATION COLLECTION:

**Improving the Quality of Services for Students with Disabilities in Charter Schools: Exploring National Needs and Potential Policy Solutions Meeting 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 of 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.

Prior to the National Charter Schools Conference in Atlanta, Georgia, a small meeting will be held to develop creative new ideas to increase the capacity of the charter school sector to serve students with special needs. The meeting will allow experts in charter schools and special education a chance to discuss the current state of charter schools and special education, the role of federal policy, and the role of state and district policy.

Surveys will measure satisfaction with the event, and will be performed electronically following the event. Respondents will have attended the meeting, and will be charter school experts working specifically in the field of special education.

## 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*):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Survey	15	15 minutes	4 hrs
<b>Totals</b>	<b>15</b>	<b>15 minutes</b>	<b>4 hrs</b>

## BURDEN COST COMPUTATION

<b>Category Respondent</b>	<b>of</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
Survey		15	\$35.00	4 hrs	\$140
<b>Totals</b>		<b>15</b>	<b>\$35.00</b>	<b>4 hrs</b>	<b>\$140</b>

**STATISTICAL INFORMATION**

Only participation rates and frequency will be determined statistically.

**REQUESTED APPROVAL DATE: June 30, 2011**

**NAME OF CONTACT PERSON: Erin Pfeltz**

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**MAILING LOCATION: 400 Maryland Ave, SW, Washington, DC 20202-5970**

**ED DEPARTMENT, OFFICE: OII, Charter Schools Program**