

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** *Leveraging Educational Technology Meeting Evaluation Form*

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

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

The intended purpose of this customer satisfaction survey is to provide feedback from meeting participants to improve future meetings held under the Leveraging Educational Technology to Keep America Competitive contract. Under this contract, the U.S. Department of Education plans to conduct approximately 5-12 meetings with approximately 5-18 participants at each meeting, for a maximum total of 216 meeting participants. Although the exact meeting dates and locations have not yet been scheduled, we anticipate using this customer survey at meetings beginning in August 2008.

Filling out the survey will be voluntary. Meeting participants will be asked to complete the customer satisfaction survey form at the end of each meeting. The completed forms will be collected as the participants leave the meeting.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

No payment is planned for this administration.

**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
Meeting participants	216 (maximum)	5 minutes	18 hours
<b>Totals</b>	216 (maximum)	5 minutes	<b>18 hours</b>

**BURDEN COST COMPUTATION**

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Meeting participants	216 (maximum)	0	5 minutes	0
<b>Totals</b>	216 (maximum)	0	5 minutes	<b>0</b>

**STATISTICAL INFORMATION**

Statistical methods will include calculation of descriptive statistics, such as means and frequencies for the responses collected.

**REQUESTED APPROVAL DATE:** August 8, 2008

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