

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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

SURVEY TESTING       FOCUS GROUP       SOFTWARE USABILITY

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

Specify all relevant information, including

1. intended purpose,
2. need for the collection,
3. planned use of the data,
4. date(s) and location(s),
5. collection procedures,
6. number of focus groups, surveys, usability testing sessions
7. description of respondents/participants.

(State whether the data collection will be completed one time, will be collected on an annual basis, or other.)

This annual data collection is a quality assurance instrument to determine the usefulness of the technical assistance (TA) provided to the Carol M. White PEP grantees. The survey will be sent via email to participants after completion of each TA call. The TA call will be provided to all cohorts of PEP grantees. This year there are two cohorts.

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**

In general, no payments are planned. ED will consult with OMB if it believes that a payment is necessary to account for factors such as high parking fees at a focus group location, potential for inclement weather or other conditions exacerbating travel difficulties, length or complexity of the subject matter, participant recruitment difficulties, or consequences of attendance failures.

**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
Grantee	250	2 minutes	8.5

<b>Totals</b>	<b>250</b>	<b>2 minutes</b>	<b>8.5</b>
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**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
Grantee	250	0	2 minutes	0
<b>Totals</b>	<b>250</b>	<b>0</b>	<b>2 minutes</b>	<b>0</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: March 13, 2009**

**NAME OF CONTACT PERSON: Tina Hunter**

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**ED DEPARTMENT, OFFICE: Office of Safe and Drug-Free Schools**