

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: *Parent's Guide to the Internet Focus Group Discussions*

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

The intended purpose of the focus group discussions is to provide feedback from parents of elementary- and secondary-school students to help improve draft versions of the *Parent's Guide to the Internet*. Under the Leveraging Educational Technology to Keep America Competitive contract, the U.S. Department of Education plans to conduct two to four focus group discussions with six to ten parents in each focus group, for a maximum total of 40 parents. Although the exact dates and locations have not yet been scheduled, the timeframe is to begin the focus group discussions in July 2008.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

The Department proposes to pay each participant \$50 to cover parents' transportation and child care expenses to participate in the focus group discussions.

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
Focus group participants	40 (maximum)	2 hours	80 hours
Totals	40 (maximum)	2 hours	80 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Focus group participants	40 (maximum)	0	2 hours	0
Totals	40 (maximum)	0	2 hours	0

STATISTICAL INFORMATION

No statistical information will be collected. Only qualitative information will be collected. No statistical methods will be used in analyzing the information collected.

REQUESTED APPROVAL DATE: July 25, 2008

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