

# 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    FOCUS GROUP    SOFTWARE USABILITY TESTING

## 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.)

The purpose of the Office for Civil Rights' (OCR's) *Technical Assistance Evaluation Form* is to get feedback from audiences regarding the delivery of technical assistance presentations by OCR staff on a variety of civil rights topics. Audiences, usually comprised of 10-60 people, will be given the opportunity to score the *Evaluation Form* after each technical assistance presentation. Based on the data collected, OCR will know whether the audience's subject matter knowledge was expanded by the information presented or whether adjustments to the clarity, content, organization or delivery of the presentation are needed. Typical audiences for OCR's technical assistance presentations are members of elementary and secondary and postsecondary education organizations and advocacy groups. OCR delivers between 20 to 40 presentations each year by request.

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. (Attached)

## 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):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Audience for T.A. Presentations	700	5 mins	58
<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				
<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.

N/A

REQUESTED APPROVAL DATE: As soon as possible.

NAME OF CONTACT PERSON: Diane Blumenthal

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ED DEPARTMENT, OFFICE: Office for Civil Rights