

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:**

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

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

1. **Intended purpose:** To poll Parent Options and Information (POI) grantees prior to their upcoming conference in October 2009 to ascertain ideas about their technical assistance needs, strategies, and challenges/barriers related to family involvement.
2. **Need for the collection:** This information is needed across POI programs to assist in planning and implementing the POI conference.
3. **Planned use of the data:** This information will be incorporated into the conference content and program technical assistance provided.
4. **Date(s) and location(s):** The survey will be posted online through the PIRC Technical Assistance Coordination Center for no more than one week (preferably during the week of September 28-October 2 pending OMB approval).
5. **Collection procedures:** POI grantees will be notified by email of the survey purpose, timeframe, URL availability, confidentiality of the data submitted, and intent for use of the aggregated results. Data will be collected from the online form and put into a database for tabulation of responses.
6. **Number of focus groups, surveys, usability testing sessions:** 1 survey
7. **Description of respondents/participants:** Grantees from the following programs will be surveyed:
  - Parental Information and Resource Centers
  - Magnet Schools Assistance
  - Full-Service Community Schools
  - Voluntary Public School Choice
  - High-Quality SES and Afterschool Partnership Demonstration
  - Charter Schools

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE:** None

**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
POI Grantee	200	15 minutes	50

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
POI Grantee	200	20.00	15 minutes	\$1000

**STATISTICAL INFORMATION:** See attached survey form. Analyses will include frequency of responses by survey item and qualitative descriptions aggregated at the POI program level.

**REQUESTED APPROVAL DATE:** September 25, 2009

**NAME OF CONTACT PERSON:**

Anna Hinton, Ph.D.  
Deputy Director

**TELEPHONE NUMBER:**

work: (202) 260-1816  
fax: (202) 205-5630

**MAILING LOCATION:**

400 Maryland Ave., SW  
FB-6, RM 4W229  
Washington, DC 20202

**ED DEPARTMENT, OFFICE:**

Parental Options and Information  
Office of Innovation and Improvement