

# 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

### Intended purpose:

The Office of Safe and Drug-Free Schools has hosted, and will continue to host, a series of Listening and Learning sessions with various constituents. These sessions have been to discuss a series of topics surrounding key issues that pertain to our office – school safety, climate, and culture. As we are developing the reauthorization of ESEA and planning the future direction of the work of our office, these meetings will focus on critical issues in the field, how those issues can be addressed, and recommendations for incorporating these issues in our reauthorization. We will engage meetings and conversations with a variety of organizations with diverse perspectives to discuss the obstacles they face in their community in terms of school safety, climate, and culture. In addition, we have held follow-up sessions with these community-based and professional organizations to demonstrate models we have developed as well as recommendations we are proposing. These additional listening and learning sessions are to once again gather their feedback on our proposals regarding formulating these plans.

### Need for the collection:

To assess the quality of technical assistance efforts and identify areas for improvement in key issues that pertains to OSDfS programs-school safety, climate and culture.

### Planned use of the data:

#### Date(s) and location(s).

The dates and location for the listening sessions are 09/15/10 in DC

The dates and location for the collection is 03/25/10 – 09/15/10 across 50 states

### Collection procedures.

#### Number of focus groups, surveys, usability testing sessions.

On-line survey

#### Description of respondents/participants.

Grantees

## AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

**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
	500	5 mins	41.66

**BURDEN COST COMPUTATION**

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
	500	N/A	5 mins	

**STATISTICAL INFORMATION**

**REQUESTED APPROVAL DATE: 3/25/2010**

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