

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: DAEL Professional Development Webinars (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.

Purpose and Need: The requested customer satisfaction survey is for professional development webinar evaluations. The responses will be compiled and descriptive statistics reported to project and program staff for program improvement. Management of trainers and offered events relies on feedback received from participants about their usefulness, relevance, and quality.

Use, Date, Participants: This request is for events scheduled through multiple DAEL mechanisms.

1. The Literacy Information and Communication System (LINCS) is a technical assistance initiative that delivers trainings annually on a variety of topics through four (4) regional centers and a Resource Collection contract, both in-person (covered by the face-to-face facilitated trainings evaluation survey), online (both as self-paced and facilitated courses), and blended or hybrid combinations. Trainings cover a large variety of topics of interest to adult educators from effective instruction to student engagement. Professional development is offered to state professional development liaisons and partners as options for states to choose based on their regional needs. Blended solutions are gaining in popularity as travel budgets are restricted; this request reflects the increase in PD webinars being planned through the LINCS system to states.
2. Other professional development and technical assistance projects funded through AEFLA National Leadership Funds develop and conduct blended learning events according to their contract schedule. Participants are adult education teachers and tutors, professional development trainers, and program administrators. These events may be included as part of the contract (known in advance) and are represented on the chart on page 2.

Date and Location: The schedule of blended training events evolves as state-level grantees request technical assistance from LINCS or the contractors to be delivered in their state or at local programs. Requests can be made with as little as four (4) weeks' notice.

Collection Procedure: Online evaluations will be linked to the content in the development of the webinar. Development will ensure that the survey responses are collected anonymously from the participants. Time to complete the short survey will be considered within the stated allotted timeframe to complete the event. Compilations of responses will be shared with grantees, contractors, and facilitators and shared with the COR or project officer as evidence of quality, achievement of milestones, and for use as program improvement.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

No payments are planned.

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
Oct-Dec of 2012 LINCS professional development (2 x 25 participants x 4 centers)	200	.08	16
2013 LINCS professional development (20 webinars)	500	.08	40
2014 LINCS professional development (20 webinars)	500	.08	40
2013-2014 ELL-U (4 PD webinars x 25 participants)	100	.08	80
2013-2014 Designing Instruction for Career Pathways (2 webinars x 25 participants)	50	.08	4
2014 Designing Instruction for Career Pathways (2 webinars x 25 participants)	50	.08	4
2013-2014 Teacher Effectiveness (2 webinars x 25 participants)	50	.08	4
2014 Teacher Effectiveness (2 webinars x 25 participants)	50	.08	4
Totals	1500		192hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Totals				\$0*

*these surveys will be completed during a live webinar the participants are taking voluntarily or for continuing education credits recognized by their state or program employer

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.

Responses will be compiled and descriptive statistics reported to project and program staff for program improvement.

REQUESTED APPROVAL DATE: September 30, 2012-September 30, 2014

NAME OF CONTACT PERSON: Heidi Silver-Pacuilla

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MAILING LOCATION:

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