**DOCUMENTATION FOR THE GENERIC CLEARANCE**

**OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

**TITLE OF INFORMATION COLLECTION:**

***Master Class One: Sustainable Support for High Quality Charter Schools***

***Strategic Review of the CSO Model: sustainability, shared services, and regional/cross state cooperation***

**[ X] SURVEY [ ] FOCUS GROUP [ ] SOFTWARE USABILITY TESTING**

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

The U.S. Department of Education (ED) has as one of its many policy goals expanding the number high-quality public school choice options. Specifically, according to Part B section 5201 of the Elementary and Secondary Education Act, two of the established purposes of the Charter School Program (CSP) office are: evaluating the effects of such schools, including the effects on students, student academic achievement, staff and parents, and expanding the number of high-quality charter schools available to students across the nation.

The Charter School Program’s Resource Center is holding a convening to discuss English learners’ recruitment, enrollment and opportunities in charter schools.

Surveys will measure satisfaction with the event, and will be performed in person during the conference. Respondents will be participants in the conference, and will be representatives from various charter school and English learner stakeholder groups.

**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** |
| Survey | 40 | 5 minutes (.08) | 3.2 hrs |
|  |  |  |  |
| **Totals** | **40** | **5 minutes** | **3.2 hrs** |

**BURDEN COST COMPUTATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category of Respondent** | **No. of Respondents** | **Hourly**  **Rate** | **Response Time** | **Total** |
| Survey | 40 | $35.00 | 10 hrs | $350.00 |
|  |  |  |  |  |
| **Totals** | **40** | **$35.00** | **10 hrs** | $350.00 |

**STATISTICAL INFORMATION**

Only participation rates and frequency will be determined statistically, there are no reports published.

**REQUESTED APPROVAL DATE: 5/6/2014**

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**ED DEPARTMENT, OFFICE: OII, Charter Schools Program**