

# 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*

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
<b>Totals</b>	<b>40</b>	<b>5 minutes</b>	<b>3.2 hrs</b>

## BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Survey	40	\$35.00	10 hrs	\$350.00

<b>Totals</b>	<b>40</b>	<b>\$35.00</b>	<b>10 hrs</b>	<b>\$350.00</b>
---------------	-----------	----------------	---------------	-----------------

**STATISTICAL INFORMATION**

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

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

**NAME OF CONTACT PERSON: Soumya Sathya**

**TELEPHONE NUMBER: 202-260-0819**

**MAILING LOCATION: 400 Maryland Ave, SW, Washington, DC 20202-5970**

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