

**U.S. Department of Education**

**Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery**

**Justification for Non-substantive No Material Change**

**OMB No. 1880-0542**

**July 15, 2011**

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There is an adjustment of 428,700 responses and 214,350 hours in order to more closely align the inventory of this generic clearance with ED's existing generic approval for customer satisfaction surveys and focus groups which is currently pending at OMB(see OMB# 1800-0011). Further, the Department has experienced greater interest in this clearance mechanism than originally anticipated.

**Existing Burden:**

- Annual Respondents / Responses: 7,100 x 3 years = 21,300
- Annual Hours: 3,550 x 3 years = 10,650

**New Burden:**

- Annual Respondents / Responses: 150,000 x 3 years = 450,000
- Annual Hours: 75,000 x 3 years = 225,000

**Burden Change:**

- Annual Respondents / Responses: 428,700 (Adjustment)
- Annual Hours: 214,350 (Adjustment)

The generic collection remains otherwise unchanged.