

**Request for Approval under the "Generic Clearance for the Collection of
Routine Customer Feedback" (OMB Control Number: 1880-0524)**

TITLE OF INFORMATION COLLECTION:

OCO Customer Feedback Form

PURPOSE:

OCO believes that it is important to determine the level of satisfaction of its outreach to customers. The data collected regarding the performance and effectiveness of how these events and publications are meeting customers' needs will provide data for the OCO Organizational Assessment. As a result, the Department wishes to solicit input from current ED customers and the general public to determine whether they have been satisfied with the services provided or whether other services would better meet their needs.

DESCRIPTION OF RESPONDENTS:

Audiences vary and are comprised of from 50-100 people, to groups of 50 to 1000. Each will be given the opportunity to score the *Evaluation Form* after each event or exhibit presentation. OCO delivers between 20 to 50 presentations each year by request.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: _____

Sandra R. Cuffey 7/14/11

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
3. If Applicable, has a System or Records Notice been published? [] Yes [] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Exhibits	30,000	5 mins	2500
Publications	50,000	5 mins	4167
Events	1,250	5 mins	104
Totals	82,150	5 mins	6,771

FEDERAL COST: The estimated annual cost to the Federal government is 0

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
- Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No