U.S. Department of the Interior
Office of Policy Analysis

Forms for a Survey under the Department of the Interior's Generic Clearance for Customer Satisfaction Surveys

Revised February 2009

ATTACHMENT 1:

Instructions for Completing Supporting Statement for DOI Generic Clearance Submission, OMB Control Number 1040-0001

. Survey Title/Date Submitted to the Office of Policy Analysis (PPA): Insert title for the proposed survey. Insert date that the expedited approval package will be submitted to PPA. Reminder: Please submit the package through your bureau/office Information Collection Clearance Officer.
. Bureau/Office: Insert the name of the bureau/office conducting the survey.
. Abstract: Summarize the proposed study with an abstract not to exceed 150 words.
. Bureau/Office Point of Contact Information: Complete the bureau/office contact information. PPA will communicate with the point of contact listed here throughout the entire approval process.
. Principal Investigator (PI) Conducting the Survey: Complete information about the PI who will be conducting the survey, if different than Point of Contact listed in #4. Otherwise note: Same as #4.
. Name of Program Office Conducting Survey: Provide the name of the bureau program, office, or organizational unit conducting the survey.
. Description of Customers/Services Provided: Provide a brief description of the customers who will be surveyed, the services provided by the program conducting the survey, and how these services are provided to customers.
. Survey Dates: List the time period in which the survey will be conducted, including specific starting and ending dates. The starting date should be at least ***45*** days after the submission date. The request for expedited approval, and submission of a complete and accurate approval package, must be made at least ***45*** calendar days prior to the first day the PI wishes to administer the survey instrument to the public.
. Type of Information Collection Instrument: Check the type(s) of information collection instrument(s) that will be used. If other, please explain.
. Survey Development: Explain how the survey was developed. With whom did you consult during the development of the survey on content? On statistics? Did you pretest the survey? What actions did you take to improve the survey? What suggestions did you receive for improving the survey? Which of the six topic areas will be addressed? (Note: A description of any pre-testing and peer review of the methods and/or instrument is highly recommended.)
. Survey Methodology: Explain how the survey will be conducted. Provide a description of the survey methodology including: (a) How will the customers be sampled? (if fewer than all customers will be surveyed); (b) What percentage of customers asked to take the survey will respond, and (c) What actions are planned to increase the response rate? If statistics are generated, this description must be specific and include each of the following:
    - The respondent universe,
    - The sampling plan and all sampling procedures, including how individual respondents will be selected;
    - How the instrument will be administered;
    - Expected response rate and confidence levels; and
    - Strategies for dealing with potential non-response bias.

    Note: Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by the web.

12. Total Number of Initial Contacts/Expected Number of Respondents: Provide an estimated total number of initial contacts and the total number of expected respondents.
13. Estimated Time to Complete Initial Contact/Instrument: Estimate the time to complete the initial contact and the survey instrument (in minutes).
14. Total Burden Hours: Provide the total number of burden hours. The total burden hours should account for the amount of time required to instruct the respondents in completing the survey, and the amount of time required for the respondent to complete the survey.
15. Reporting Plan: Provide a brief description of the reporting plan for the data being collected. A copy of all survey reports must be archived with PPA. Please note this in the reporting plan.
16. Justification, Purpose and Use: Provide a brief justification for the survey, its purpose, goals, and utility to managers. Specifically, describe how data will be tabulated and what statistical

techniques will be used to generalize the results to the entire customer population. Describe how data from the survey will be used. Describe how you will acknowledge any limitations related to the data, particularly in cases where we obtain a lower than anticipated response rate. Note whether or not the survey is intended to measure a Government Performance and Results Act (GPRA) performance measure.

ATTACHMENT 2:

Approval Form for DOI Programmatic Clearance for Customer Satisfaction Surveys (OMB Control Number 1040-0001)

U.S. Department of the Interior **Office of Policy Analysis (PPA)**	PPA Tracking Number: *(for PPA use only)* *CSS-8*

		Date Submitted to PPA:	**12/16/2011**
1.	**Survey Title:**	2012 BIE Summer Institute Planning Instrument	
2.	**Bureau:**	Bureau of Indian Education	

3.	**Abstract:** Data driven decision making is a key component to quality service delivery for the government. Evidence based research has demonstrated that using data to make decisions about policies, programs, and individual students is a hallmark of schools that want to stay on the path of continuous improvement. The Bureau of Indian Education (BIE) wants to ensure that teachers and administrators in BIE-funded schools know how to use the feedback provided through data to pinpoint areas in need of improvement, get to the root cause of problems, guide resource allocation, and communicate with stakeholders as needed. Therefore, BIE sponsors the Summer Institute, which is an annual training event for school educators and administrators. This survey will be used an integral part of the planning process to develop target tracks in the area of data driven decision making to meet the educational needs of teachers and administrators. The data collected from this survey will be used to establish a baseline to determine what training areas need to be addressed at the 2012 BIE Summer Institute. The results will enable the BIE to move forward with planning the initiative, ensuring that government resources are being used in the most effective method possible.

4. Bureau/Office Point of Contact Information

First Name:	Amanda
Last Name:	Begay
Title:	Program Analyst
Bureau/Office:	**ASIA, Office of Regulatory Affairs and Collaborative Action**
Street Address:	1849 C Street, NW, MS-4141-MIB
City:	Washington **State:** DC **Zip code:** **20240**
Phone:	(202) 208-5504 **Fax:**
Email:	Amanda.Begay@BIA.gov

5. Principal Investigator (PI) Information

First Name:	Brandi
Last Name:	Sweet
Title:	Program Analyst
Bureau/Office:	**Bureau of Indian Education**
Address:	1849 C Street, NW, MS-4141-MIB
City:	Washington **State:** DC **Zip code:** 20240
Phone:	(202) 208-5504 **Fax:**
Email:	Brandi.Sweet@BIE.edu

6.	**Name of Program or Office Conducting Survey:**	Bureau of Indian Education
7.	**Description of Customers/ Services Provided:**	BIE and Tribal school Principals, BIE Education Line Offices, and BIE Associate Deputy Directors

8.	**Survey Dates**	*(01/09/2012)*	to	*(01/23/2012)*

9. Type of Information Collection Instrument (Check ALL that Apply)

__Intercept	**__Telephone**	**__Mail**	**X Web-based**	**Focus Groups**	**__Comment Cards**
__Other	**Explain:**				

10. Survey Development:
(Who assisted in survey content development statistics? Was the survey pretested? How were improvements integrated? Which of the six topic areas will be addressed?)

This survey was designed to determine what areas of knowledge are available and currently in use by BIE-funded educators and administrators, and also determines which areas of training are needed; all of which will be used to establish target tracks for the 2012 BIE Summer Institute.

11. Survey Methodology:
(Use as much space as needed; if necessary include additional explanation on separate page).

Respondent Universe	All 173 BIE-funded schools (only schools with academic programs will be surveyed), 22 BIE Education Line Offices, and 3 BIE Deputy Directors will be surveyed.
Sampling Plan/Procedure	Survey sampling will be separated into categories based on the school type. All BIE-funded schools (i.e., all BIE-operated and tribally-operated schools that receive BIE funds) and have academic programs, education line offices, and Associate Deputy Directors will be surveyed
Instrument Administration	Web-based survey tool: Zoomerang.com.
Expected Response Rate Confidence Levels:	Expecting a 90%+ response rate based on past similar surveys of BIE-funded schools.
Strategies for dealing with potential non-response bias	The BIE cannot mandate a response from tribally controlled schools, but will work diligently to encourage response through email messaging and follow up phone calls.
Description of any pre-testing and peer review of the methods and/or instrument (recommended)	The survey was developed by the 2012 BIE Summer Institute planning committee, within the data sub-committee. Questions were developed with the input of the data stakeholders within the BIE familiar with data collection processes used by schools and agency offices. The survey underwent three comment and review processes in which committee members were given a length of time to review and response to the draft survey, offering suggestions for improvement. A sample pre-test was conducted by committee members during the review process.

12.	**Total Number of Initial Contacts/ Expected Number of Respondents**	Initial Contacts: 173 Expected Respondents: 156-173
13.	**Estimated Time to Complete Instrument (mins.):**	60 minutes.
14.	**Total Burden Hours**	173

15. Reporting Plan:

The data is being used to advise strategy and planning in the areas of training and information awareness. As a result, a formal report will not be issued or published. The data will be used internally by the 2012 BIE Summer Institute to plan activities for the upcoming event (tentatively occurring in the summer of 2012).

16. Justification, Purpose, and Use:	
Survey Justification and Purpose	Survey to gather and analyze data to develop target tracks for the 2012 BIE Summer Institute.
Survey Goals	The goal of the survey is to understand: (1) how data is currently being used across the BIE management network; (2) what types of data is currently collected; (3) the capacity of schools to collect data; and (4) what training tracks for the upcoming event will be most effective.
Utility to Managers	The survey is a tool to advise the planning team of target training areas for the 2012 BIE Summer Institute. The information will help managers make decisions that will be cost effective for the government and efficient use of time and resources for government staff and Federally funded school programs.
How will the results of the survey be analyzed and used?	Results will be compiled into a database for informational purpose to make future decisions and establish target tracks regarding the 2012 BIE Summer Institute.

How will the data be tabulated? What Statistical Techniques will be used to generalize the results to the entire customer population? How will limitations on use of data be handled? If the survey results in a lower than anticipated response rate, how will you address this when reporting the results? (Use as much space as needed; if necessary include additional explanation on separate page).

The data will be compiled by cumulatively tallying the responses. BIE will use observation and data cross walking strategies to look at trends in responses, regionally, to decide what type of training to offer to our target audiences. BIE will also utilize Root Cause Analysis to understand the current state of data collection within the agency as a whole.

Is this survey intended to measure a Government Performance and Results Act (GPRA) performance measure? If so, please include an excerpt from the appropriate document. (Use as much space as needed; if necessary include additional explanation on separate page).

No.

ATTACHMENT 3

Checklist for Submitting a Request to Use DOI Programmatic Clearance for Customer Satisfaction Surveys

X *All* questions in the survey instrument are within the scope of one of the DOI Programmatic Clearance for Customer Satisfaction Surveys topic areas.

X The approval package is being submitted to the Office of Policy Analysis at least *45* days prior to the first day the PI wishes to administer the survey to the public.

X A qualified statistician has reviewed and approved your request.

X Your bureau/office Information Collection Clearance Officer has reviewed and approved the approval package.

The approval package includes:

X A completed Information Form
X A signed Certification Form
X A copy of the survey instrument
X Other supporting materials, such as:

- **Cover letters to accompany mail-back questionnaires**
- **Introductory scripts for initial contact of respondents**
- **Necessary Paperwork Reduction Act compliance language**
- **Follow-up letters/reminders sent to respondents**

The survey methodology presented on the Information Form includes a specific description of:

X The respondent universe
X The sampling plan and all sampling procedures, including how respondents will be selected
X How the instrument will be administered
X Expected response rate and confidence levels
X Strategies for dealing with potential non-response bias
X A description of any pre-testing and peer review of the methods and/or the instrument is highly recommended.

X The burden hours reported on the Information Form include the number of burden hours associated with the initial contact of all individuals in the sample (i.e., including refusals), if applicable, and the number of burden hours associated with individuals expected to complete the survey instrument.

X The package is properly formatted (Word) and submitted to the Office of Policy Analysis electronically.

ATTACHMENT 4

CERTIFICATION FORM FOR SUBMISSION UNDER OMB CONTROL NUMBER 1040-0001

This form should only be used if you are submitting a collection of information for approval under the DOI Programmatic Clearance for Customer Satisfaction Surveys. *If the collection does not satisfy the requirements of the Programmatic Clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.*

Bureau/Office Subgroup or Program Bureau of Indian Education			
Title *(Please be specific)* BIE Summer Institute Planning Instrument			
Burden Hour 1 hour		Estimate Number of Respondents 173 respondents	
Total Burden Hours 173 hours		Hours/Min per Response 1 hour	
Bureau/Office Contact (who can best answer questions about content of the submission):			
Name	Brandi Sweet, Program Analyst, BIE	Phone	(202) 208-5504

Certification: The collection of information requested by this submission meets the requirements of OMB control number 1040-0001

Bureau/Office Qualified Statistician Don Bieniewicz	DATE 12/16/2011
Bureau/Office Information Collection Clearance Officer Elizabeth K. Appel	DATE 12/16/2011
Office of Policy Analysis Don Bieniewicz	DATE 12/16/2011
OMB, Office of Information and Regulatory Affairs (OIRA)	DATE