

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

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.