

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1880-0542)**

**TITLE OF INFORMATION COLLECTION:** Resource Center User Satisfaction Survey

**PURPOSE:**

The National Charter School Resource Center is contracted by the U.S. Department of Education’s Office of Charter Schools to promote effective practices, provide technical assistance, and disseminate the resources critical to ensuring the success of charter schools across the country. The user satisfaction survey will provide summative information on user perceptions of the resources provided by the Center. The survey will collect feedback from seasoned users of the Center’s website, newsletters, and webinar resources regarding the quality and usefulness of the resource provided, and will be a measure of the success of the Center and provide guidance on areas that can be improved.

**DESCRIPTION OF RESPONDENTS:**

The complete mailing list compiled by the Resource Center (approximately 8,000) will be surveyed. The mailing list represents a number of stakeholders in the charter school community including charter school leaders, staff and board members; authorizers; leaders of SEA CSP programs; representatives from charter support organizations; grantees from CSP programs, and representatives from a variety of nonprofit organizations that support charter schools in some way. The vast majority (85%+) are charter school leaders, staff, or board members.

However, the survey will provide a better picture of the roles of members of the mailing list.

**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: Erin Pfeltz

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  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
Individuals/Households	1120	10 minutes	187 hours
<b>Totals</b>	<b>1120</b>		<b>187 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$25,000.

**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?

The survey will be disseminated to the approximately 8,000 entries on the Resource Center mailing list. All mailing list registrants will be invited to respond. It is estimated that 14% of users will respond (1,120) based on the average number of users that open the newsletter each month. There will be no sampling, to maximize the number of respondents in each type, as well as by focus areas of interest, to obtain as much feedback as possible for each group.

**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

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**