

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

---

**TITLE OF INFORMATION COLLECTION:** The Literacy Information and Communication System (LINCS) meeting evaluation

**PURPOSE:**

The requested customer satisfaction survey is for in-person, facilitated training or workshop evaluations. The responses will be compiled and descriptive statistics reported to project and program staff for program improvement. Management of trainers and offered trainings relies on feedback received from participants about their usefulness, relevance, and quality.

**DESCRIPTION OF RESPONDENTS:**

This request is for events scheduled through two DAEL mechanisms.

1. The Literacy Information and Communication System (LINCS) is a technical assistance initiative that delivers over trainings annually on a variety of topics through four (4) regional centers and a Resource Collection contract. These trainings can range from half-day events at regional conferences organized by other groups to week-long train-the-trainer institutes. Attendees include primarily adult education teachers and tutors, professional development trainers, and program administrators.
2. Other professional development and technical assistance projects funded through AEFLA National Leadership Funds conduct trainings according to their contract schedule. These trainings follow a similar pattern of being requested at local and regional events of convenience (if short) or as train-the-trainer events if appropriate. The participants fit the same profile: adult education teachers and tutors, professional development trainers, and program administrators.

**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: Heidi Silver-Pacuilla

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
2012 LINGS events (April and October 2012)	1152	.10	115
2012 STAR contract trainings (April 2012)	15	.10	1.5
2012 ELL-U contract trainings (April and October 2012)	325	.10	35.50
2012 Designing Instruction for Career Pathways contract trainings (April 2012)	150	.10	15
<b>Totals</b>			<b>167</b>

**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

Paper evaluations will be distributed with the participants' materials at each session. Time at the end of each event (within the allotted timeframe) will be provided for participants to record their responses. Completed forms will be collected at the end of each session.

2. Will interviewers or facilitators be used?  Yes  No

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