

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1845-0045)

TITLE OF INFORMATION COLLECTION:

Pell Grant Experiments School Satisfaction Survey.

PURPOSE:

Measure school satisfaction with various aspects of implementing two experiments that extend eligibility for Pell Grants to students with bachelor’s degrees (Experiment 1) and students attending short-term programs (Experiment 2) under certain conditions. Collect information on how school is implementing experiment to put satisfaction results in context and for its own sake.

DESCRIPTION OF RESPONDENTS: School personnel at the 93 Title IV institutions participating in the two ESI experiments. Eighty five of these respondents are from public higher education institutions, four are not for profit schools, and four are for profit institutions.

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: David Rhodes

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
School personnel	93	0:30	46:30
Totals			46:30

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?

As a condition of participating in the experiments, schools supplied contact information from an individual responsible for communicating with the Department. Surveys will be sent via electronic mail to all of these individuals. They will be asked to voluntarily complete the survey electronically and email the completed survey back.

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