

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0420-xxxx)**

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**TITLE OF INFORMATION COLLECTION: Paul D. Coverdell World Wise Schools Teacher Surveys – Correspondence Match**

**PURPOSE:**

The Peace Corps’ Office of Public Engagement promotes the contributions that returned Peace Corps Volunteers make in the United States after their service. The Office of Public Engagement comprises Paul D. Coverdell World Wise Schools, the Paul D. Coverdell Fellows Program, Returned Volunteer Services and the Partnership Unit. The Office of Public Engagement’s activities and publications support section 2 of the Peace Corps Act, which states that one of the agency’s missions is to “promote a better understanding of other peoples on the part of the American people.” 22 USC § 2501. Coverdell World Wise Schools was established in 1989 in order to bring the cross-cultural experience of Peace Corps Volunteers into the classrooms of the United States. Within the purview of Coverdell World Wise Schools (CWWS), educators participating in the CWWS program, Correspondence Match, are offered the opportunity to participate in a voluntary survey in order to help CWWS improve the quality of the program.

Survey Details

The Coverdell World Wise Schools Correspondence Match teacher survey is used only by the Coverdell World Wise Schools office, to help improve the quality of the Correspondence Match program, support teachers in their use of this program in the classroom, and better serve the needs of U. S. educators. The teacher survey will be sent (electronically) only to those teachers who are participating in the Correspondence Match program. The most recently conducted teacher survey responses lead to the development of new customer service protocols to support educators using the Correspondence Match program.

*Who will conduct the survey?* Peace Corps’ Coverdell World Wise Schools office staff will conduct the survey with guidance from Peace Corps’ Office of Strategic Information, Research and Planning (OSIRP).

*Where will we conduct the survey?* The surveys will be conducted via an online survey tool provided by Peace Corps’ Office of Strategic Information, Research and Planning (OSIRP).

*When will we conduct the survey?* The survey will be conducted beginning in spring 2012 and continue annually as clearance allows.

**DESCRIPTION OF RESPONDENTS:**

The survey will be sent (electronically) only to those to those educators who have enrolled in the Coverdell World Wise Schools Correspondence Match program.

**TYPE OF COLLECTION:** (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion Group
- 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: Denora Miller, FOIA Officer, Peace Corps.

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 Respondents will not be paid for their participation.

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
Individuals	4,000	10	667

**FEDERAL COST:**

Program Analyst (Average starting salary):  
 \$28.00/hour x 30 labor hours/fiscal year = \$840.00  
Total Labor Costs to the Federal Government: \$840.00

**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 customer list comprises those teachers who have enrolled in the Correspondence Match Program. From that group, no more than 4,000 will be chosen through random sampling, to receive the survey request via email.

**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 - Survey Sheet/Questionnaire
2. Will interviewers or facilitators be used?  Yes  No

*How will we conduct the survey?*

N/A