

**DOCUMENTATION FOR THE GENERIC CLEARANCE  
OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

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**TITLE OF INFORMATION COLLECTION:** National Student Attendance, Engagement and Success Center (NSEASC) Online Needs Sensing Instrument

**SURVEY**       **FOCUS GROUP**       **SOFTWARE USABILITY TESTING**

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

As part of their Every Student Succeeds Act (ESSA) accountability plan submitted to and approved by the US Department of Education, 36 States as well as the District of Columbia included a chronic absence measure as a metric. Insight Policy Research, Inc., the contractor for the current National Student Attendance, Engagement and Success Center (NSAESC), will provide technical assistance (TA) services to support, identify, and disseminate effective strategies and interventions to reduce student chronic absenteeism. This contract is coordinated through the Office of Program and Grantee Support Services (PGSS) within the Office of Elementary and Secondary Education (OESE).

In order to identify the needs of the States and their districts, the NSAESC will produce a needs assessment report, identifying the needs of the State and local stakeholders; gaps not met by existing TA providers; and providing evidence-based and realistic recommendations for consideration to the Department that the NSAESC will implement in future contract years to address the needs identified. To facilitate these needs sensing activities, the NSAESC will design and administer a needs sensing questionnaire to relevant State and local stakeholders as well as State-level technical assistance providers working on chronic absenteeism. Specifically, the Center will collect data on how state education agency staff are continuously improving their chronic absence approaches: for example, what data they are using to identify chronic absence needs, how are they monitoring this data over time to adjust or expand their approaches, and what types of supports they are utilizing. While the needs sensing tool will be available at all times online, the NSAESC will also work with other Department offices, as identified by PGSS, to distribute the data collection instruments to relevant State, local, and TA provider audiences.

The activity will be completed by state and local education administrators and educators, and state-level TA providers. The attached protocol has already been reviewed and approved by AIR’s IRB, a subcontractor with Insight Policy Research, Inc., on this contract.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

\$0 (no stipend or incentive is proposed)

**BURDEN HOUR COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Individuals	50 to 100	10 to 20 minutes	500 to 2000 minutes (8.3 to 33.3 hours)
Potential follow-up interviews	75	45 minutes	3,375 minutes (56.25 hours)
<b>Totals</b>	50 to 100	10 to 20 minutes	3,875 to 5,375 minutes (64.6 to 89.6 hours)

**STATISTICAL INFORMATION**

We do not have a customer list or something similar that defines the universe of potential respondents and, as such, do not have a sampling plan for selecting from this universe.

**REQUESTED APPROVAL DATE:**

April 20, 2020

**NAME OF CONTACT PERSON:**

Bryan Keohane

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**ED DEPARTMENT, OFFICE, DIVISION, BRANCH:**

Office of Program and Grantee Support Services, in the Office of Elementary and Secondary Education