Office of School Support and Rural Programs
Rural Education Achievement Program
Small, Rural School Achievement (SRSA) Application Customer Service Survey

The U.S. Department of Education (the Department) is collecting feedback from school districts on the implementation of the new SRSA application process. Your feedback will be used by the Department to more effectively and efficiently collect grant applications in the future. Responses are collected electronically.

Please indicate the extent to which you agree with the following statements about the SRSA Application:

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	I am not sure
The SRSA application took 30 minutes or less to complete, consistent with the burden estimate.							
The instructions shared with the school district describing the SRSA application requirements were clear, concise, and easy to follow.							
After submitting my SRSA application submission, I was redirected to the SAM.org website.							
Once redirected to SAM.org, I understood how to confirm my school district's active DUNS number.							
The communication from the Department about the school district's estimated SRSA and Rural Low-Income School grant amount was helpful in determining which program to participate in.							

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	I am not sure
The Department provided timely updates in advance of the SRSA application deadline.							
Overall, I was satisfied with the SRSA application experience.							

1. **Would you recommend the Department use a similar SRSA application in the upcoming fiscal year?**
   - ( )Yes
   - ( )No
   - ( )Undecided

2. **What do you feel are the strengths of the FY 2020 SRSA application process?**

3. **What do you feel are the weaknesses of the FY 2020 SRSA application process?**

4. **Please provide any suggestions for improvements that the Department could make to its SRSA application process to reduce the overall burden to the school district.**

5. **Please use the space below to share any additional thoughts you have about the FY 2020 SRSA application.**

Thank you again for your time and valued feedback!

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a currently valid OMB control number. The valid OMB control number for this collection is 1880-0542. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. If you have comments or concerns regarding the status of your individual submission of this form, please contact the program office address, U.S. Department of Education,. patrick.carr@ed.gov