

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

**TITLE OF INFORMATION COLLECTION:** IES Modernization Interviews and Surveys – Phase 2

**PURPOSE:** The goal of this research is to use interviews, focus groups and surveys to gain insights into current audiences of the Institute of Education Sciences (IES) and how IES might better serve them. The results will be used to refine the understanding of key IES user groups and determine what information is most useful to them so we can better achieve the mission of IES.

**DESCRIPTION OF RESPONDENTS:** Respondents will be members of key user groups – local education leaders, state education leaders, institute of higher education leaders, researchers, associations, foundations, thinktanks, media and educators.

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

- |  |   |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input 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 checked="" type="checkbox"/> <b>Other: Surveys AND 1:1 interviews/focus groups</b> |

**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.

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**X** Carrie Clarady

Carrie Clarady  
OMB Liaison

Name: Signed by: Carrie Clarady (affiliate)

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 **Incentives are not offered by the contracted researcher but may be offered by third-party recruiters.**

**BURDEN HOURS**

Category of Respondent	No. of New Responses	Participation Time	New Burden
(1) Individuals or households	15	-	32 hrs
<b>Totals</b>			32 hrs

**FEDERAL COST:** For this study there is a \$0 incremental cost because it is a part of a larger IES Customer Experience effort and will be incurred by the McKinsey-Grant Thornton Team.

**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**

- 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?

**Leadership at IES and the research team have together compiled a list of key user groups – local education leaders, state education leaders, institute of higher education leaders, researchers, associations, foundations, thinktanks, media and educators. The list was created by IES leadership, their team, and the research team based on previous research. We will use this list to distribute the survey to additional users in these segments. We will also use two 3rd party recruitment services – Schlesinger for surveys and interviews and Coleman for interviews, to recruit any additional participants we cannot attain through our list.**

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other**, Online video interviewing and online surveys
- Will interviewers or facilitators be used?  Yes  No

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