##  DOCUMENTATION FOR THE GENERIC CLEARANCE

**OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

# TITLE OF INFORMATION COLLECTION: MSIX Customer Satisfaction Survey

**[ X] SURVEY [ ] FOCUS GROUP [ ] SOFTWARE USABILITY TESTING**

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

The purpose of this information collection is to solicit Migrant Student Information Exchange (MSIX) users' feedback about their experience with MSIX database and to identify areas where MSIX resources and services can be approved. Respondents consist mainly of MSIX users who are Migrant Education Program (MEP)-funded staff, State education agency (SEA) personnel, local education agencies (LEA)/local operating agency (LOA) staff who use MSIX data about migratory children to make time-sensitive and appropriate decisions on enrollment, grade or course placement, accrual of credits and participation in the MEP. The survey will be administered through an online survey application twice per year. MSIX users are not required to respond to the survey.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

There is no proposed stipend or incentive for this survey collection.

**BURDEN HOUR COMPUTATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category of Respondent**  | **No. of Respondents** | **Participation Time** | **Burden** |
| MSIX User | 2,000 | 30 minutes | 1,000 hours |
| **Totals** | **2,000** | **30 minutes** | **1,000 hours** |

**STATISTICAL INFORMATION**

None

**REQUESTED APPROVAL DATE:** January 15, 2021

**NAME OF CONTACT PERSON:** Patricia Meyertholen

**TELEPHONE NUMBER:** (202) 260-1394

**MAILING LOCATION:** 400 Maryland Avenue, SW, LBJ-Room 3E315, Washington, DC, 20202

**ED DEPARTMENT, OFFICE, DIVISION, BRANCH:** Office of Elementary and Secondary Education, Office of Migrant Education