

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: MSIX Customer Satisfaction Survey

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

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