

# Request for Approval under the “Fast Track Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

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**TITLE OF INFORMATION COLLECTION:** DoDEA Customer Satisfaction Survey –Parent/Sponsor

**PURPOSE:**

The biennial DoDEA Customer Satisfaction Survey (CSS) is a critical component of DoDEA’s Blueprint for Success. It is the agency’s principle means for measuring the satisfaction level of students, parents and teachers with the quality of teaching, learning, programs and services available in DoDEA schools. The data will be used to inform decision-making at every level of the organization to help ensure the quality of teaching and learning and to improve programs and services offered to DoDEA’s students. The results will also be used to monitor progress on the goals of DoDEA’s strategic plan.

**DESCRIPTION OF RESPONDENTS:**

The CSS will be administered biennially to currently enrolled DoDEA students in grades 4 through 12, their parents/sponsors, and educators at all DoDEA schools. Every potential respondent in these categories will be invited to complete a survey.

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

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input checked="" 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 type="checkbox"/> Other: _____                            |

**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.

Name: Sam Gotti 

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No

3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Parents/Sponsors	4,718	30 min	2,359
<b>Totals</b>	<b>4,718</b>	30 min	<b>2,359</b>

**PUBLIC COST:** The estimated annual cost to the public is **\$17,102.75.**

**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**

1. 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 [X] 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?

The CSS will be administered biennially to DoDEA parents/sponsors. Every potential respondent in this category will be identified using administrative data housed at DoDEA, and all potential participants will be invited to complete a survey. The survey includes two (2) optional student demographic questions that may assist in rendering optimized diversity, equity, and inclusion services across DoDEA.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - [X] Web-based or other forms of Social Media
  - [ ] Telephone
  - [ ] In-person
  - [ ] Mail
  - [ ] Other, Explain
- Will interviewers or facilitators be used? [ ] Yes [X] No