

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 09/07/2011

Department of Education

FOR CERTIFYING OFFICIAL: Winona Varnon

FOR CLEARANCE OFFICER: Darrin King

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 07/13/2011

ACTION REQUESTED: Extension without change of a currently approved collection

TYPE OF REVIEW REQUESTED: Regular

ICR REFERENCE NUMBER: 201106-1800-002

AGENCY ICR TRACKING NUMBER: 4515

TITLE: Master Generic Plan for Customer Surveys and Focus Groups

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change

OMB CONTROL NUMBER: 1800-0011

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 09/30/2014

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	70,000	24,930	0
New	451,326	115,344	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	381,326	90,414	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: This generic clearance for ED customer satisfaction focus groups and surveys is approved under the following conditions: 1) ED shall use the generic clearance to collect customer satisfaction data (via surveys and focus groups) where the agency seeks to gather information for general service improvement, not for publication or for the purpose of informing significant policy or resource allocation decisions. 2) Focus groups should be of limited size and scope. 3) For individual surveys or focus groups, ED shall submit a generic IC in ROCIS along with an abbreviated supporting statement in the template agreed to by OMB and Education. This statement shall include all relevant information, including a statement of need, intended use of information, description of respondents, information collection procedures, expected response rate, justification for incentive, and estimated burden. 4) OMB will respond with clearance or questions within 10 working days.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

