DEPARTMENT OF EDUCATION

[Docket No. ED-2020-SCC-0090]

Agency Information Collection Activities; Comment Request; Master Generic Plan for Customer Surveys and Focus Groups

AGENCY: Department of Education (ED), Department of Education (ED).

ACTION: Notice.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995, ED is proposing an extension of an existing information collection.

DATES: Interested persons are invited to submit comments on or before [insert the 60th day after publication of this notice].

ADDRESSES: To access and review all the documents related to the information collection listed in this notice, please use http://www.regulations.gov by searching the Docket ID number ED-2020-SCC-0090. Comments submitted in response to this notice should be submitted electronically through the Federal eRulemaking Portal at http://www.regulations.gov by selecting the Docket ID number or via postal mail, commercial delivery, or hand delivery. If the regulations.gov site is not available to the public for any reason, ED will temporarily accept comments at ICDocketMgr@ed.gov. Please include the docket ID number and the title of the information collection request when requesting documents or submitting comments. Please note that comments submitted by fax or e-mail and those submitted after the comment period will not be accepted. Written requests for information or comments submitted by postal mail or delivery should be addressed to the Director of the Strategic Collections and Clearance Governance and Strategy Division, U.S. Department of Education, 400 Maryland Ave, SW, LBJ, Room 6W-208B, Washington, D.C. 20202-4537.

FOR FURTHER INFORMATION CONTACT: For specific questions related to collection activities, please contact Stephanie Valentine, 202-453-7061.

SUPPLEMENTARY INFORMATION: The Department of Education (ED), in accordance with the Paperwork Reduction Act of 1995 (PRA) (44 U.S.C. 3506(c)(2)(A)), provides the general public and Federal agencies with an opportunity to comment on proposed, revised, and continuing collections of information. This helps the Department assess the impact of its information collection requirements and minimize the public’s reporting burden. It also helps the public understand the Department’s information
collection requirements and provide the requested data in the desired format. ED is soliciting comments on
the proposed information collection request (ICR) that is described below. The Department of Education is
especially interested in public comment addressing the following issues: (1) is this collection necessary to
the proper functions of the Department; (2) will this information be processed and used in a timely manner;
(3) is the estimate of burden accurate; (4) how might the Department enhance the quality, utility, and clarity
of the information to be collected; and (5) how might the Department minimize the burden of this
collection on the respondents, including through the use of information technology. Please note that written
comments received in response to this notice will be considered public records.

Title of Collection: Master Generic Plan for Customer Surveys and Focus Groups

OMB Control Number: 1800-0011

Type of Review: An extension of an existing information collection

Respondents / Affected Public: Individuals or Households

Total Estimated Number of Annual Responses: 451,326

Total Estimated Number of Annual Burden Hours: 115,344

Abstract: Surveys to be considered under this generic will only include those surveys that improve
customer service or collect feedback about a service provided to individuals or entities directly served by
ED. The results of these customer surveys will help ED managers plan and implement program
improvements and other customer satisfaction initiatives. Focus groups that will be considered under the
generic clearance will assess customer satisfaction with a direct service, or will be designed to inform a
customer satisfaction survey ED is considering. Surveys that have the potential to influence policy will not
be considered under this generic clearance.


Stephanie Valentine,
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Strategic Collections and Clearance,
Governance and Strategy Division,
Office of Chief Data Officer,

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