

RETRIEVABILITY:

Delete entry and replace with "Name and/or SSN."

SAFEGUARDS:

Delete entry and replace with "Access to records is limited to person(s) responsible for servicing the record system in the performance of their official duties and who have been properly screened, trained, and have a need-to-know. Paper records are stored in security files container/cabinets and safes. Physical access is controlled by guards, personnel screening and visitor registers. Information maintained on a computer requires Common Access Card (CAC), Public Key Infrastructure (PKI), and/or User ID and password."

RETENTION AND DISPOSAL:

Delete entry and replace with "Records are transferred to the National Personnel Records Center and then destroyed when 56 years old."

SYSTEM MANAGER(S) AND ADDRESS:

Delete entry and replace with "Head, NAF Accounting Section, Commander, Navy Installations Command, Millington Detachment, 5720 Integrity Drive, Millington, TN 38055-6500.

Record Holder in Non-appropriated fund activities in the Department of the Navy.

Official mailing addresses are published in the Standard Navy Distribution List available as an appendix to the Navy's compilation of system of records notices and may be obtained from the System Manager."

NOTIFICATION PROCEDURE:

Delete entry and replace with "Individuals seeking to determine whether this system of records contains information about themselves should address written inquiries to the commanding officer of the activity in question. Official mailing addresses are published in the Standard Navy Distribution List available as an appendix to the Navy's compilation of system of records notices and may be obtained from the System Manager.

The request should include full name, SSN, address of the individual concerned, and should be signed.

The system manager may require an original signature or a notarized signature as a means of proving the identity of the individual requesting access to the records."

RECORD ACCESS PROCEDURES:

Delete entry and replace with "Individuals seeking access to information about themselves contained in this system of records should address written inquiries to the commanding

officer of the activity in question. Official mailing addresses are published in the Standard Navy Distribution List available as an appendix to the Navy's compilation of system of records notices and may be obtained from the System Manager.

The request should include full name, SSN, address of the individual concerned, and should be signed.

The system manager may require an original signature or a notarized signature as a means of proving the identity of the individual requesting access to the records."

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DEPARTMENT OF EDUCATION

[Docket No.: ED-2014-ICCD-0088]

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

AGENCY: Department of Education.

ACTION: Notice.

SUMMARY: In accordance with the Paperwork Reduction Act of 1995 (44 U.S.C. chapter 3501 *et seq.*), ED is proposing an extension of an existing information collection. Department of Education as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on the "Master Generic Plan for Customer Surveys and Focus Groups" for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*). This collection was developed as part of a Federal Government-wide effort to streamline the process for seeking feedback from the public on service delivery. This notice announces our intent to submit this collection to OMB for approval and solicits comments on specific aspects for the proposed information collection.

A copy of the supporting statement is available at www.regulations.gov (see Docket ID ED-2014-ICCD-0088).

DATES: Consideration will be given to all comments received by August 15, 2014.

ADDRESSES: Comments submitted in response to this notice should be submitted electronically through the Federal eRulemaking Portal at <http://www.regulations.gov> by selecting Docket ID number ED-2014-ICCD-0088 or via postal mail, commercial delivery, or hand delivery. If the www.regulations.gov site is not available to the public for any reason, ED will temporarily accept

comments at ICDocketMgr@ed.gov. *Please note that comments submitted by fax or email and those submitted after the comment period will not be accepted; ED will ONLY accept comments during the comment period in this mailbox when the www.regulations.gov site is not available.* Written requests for information or comments submitted by postal mail or delivery should be addressed to the Director of the Information Collection Clearance Division, U.S. Department of Education, 400 Maryland Avenue SW., LBJ, Mailstop L-OM-2-2E319, Room 2E105, Washington, DC 20202.

FOR FURTHER INFORMATION CONTACT: For specific questions related to collection activities, please contact Stephanie Valentine, 202-401-0526.

SUPPLEMENTARY INFORMATION:

Title: 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: 451,322.

Total Estimated Number of Annual Burden Hours: 115,344.

Projected average estimates for the next three years:

Average Expected Annual Number of Activities: 70.

Average Number of Respondents per Activity: 500.

Annual Responses: 451,322.

Frequency of Response: Once per request.

Average Minutes per Response: .08.
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.

Dated: June 11, 2014.

Stephanie Valentine,
Acting Director, Information Collection Clearance Division, Privacy, Information and Records Management Services, Office of Management.

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