

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Current or former military service members, dependents, ex-spouses, DoD civilian employees, and non-DoD civilians paid by DFAS.

CATEGORIES OF RECORDS IN THE SYSTEM:

Audio and captured systems' screen records and their indices that will include, but not be limited to, verbatim recordings of conversations between the customers and DFAS' customer service representatives (CSR), name, SSN, home address, telephone number, payroll information, marital status, dependent information, tax status, allotment, garnishment, debt, or other payroll or personal information provided by the customer.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

5 U.S.C. 301, Departmental Regulations; E.O. 12862 (Customer Service), E.O. 9397 (SSN).

PURPOSE(S):

The Call Recording Application (CRA) will be used to record and index telephone conversations between customers and customer service representatives (CSRs) in DFAS' contact centers. It will also capture and index a sampling of the computer screens used by CSRs to answer inquiries. The inbound calls will be recorded in order to resolve misunderstandings or misperceptions made during the customer-CSR interaction. This system will also facilitate the process of monitoring and evaluating the recorded audio and computer screens used by CSRs in order to provide training, collect data in support of the CSRs' annual performance evaluation, and provide information used for business process improvements.

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:

In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:

The 'DoD Blanket Routine Uses' published at the beginning of the DFAS compilation of systems of records notices apply to this system.

POLICIES AND PRACTICES FOR STORING, RETRIEVING, ACCESSING, RETAINING, AND DISPOSING OF RECORDS IN THE SYSTEM:**STORAGE:**

Electronic storage media.

RETRIEVABILITY:

Social Security Number (SSN) and telephone number.

SAFEGUARDS:

Records are maintained in a controlled facility. Physical entry is restricted by the use of locks, guards, and is accessible only to authorized personnel. Access to records is limited to person(s) responsible for servicing the record in performance of their official duties and who are properly screened and cleared for need-to-know. Access to computerized data is restricted by passwords, which are changed periodically.

RETENTION AND DISPOSAL:

Destroy when superseded, obsolete, or determined to be of no further value, whichever is sooner. Records are destroyed by shredding, burning, or degaussing.

SYSTEM MANAGER(S) AND ADDRESS:

Defense Finance and Accounting Service, Information and Technology, Anthony J. Celebrezze Federal Building, 1240 E. 9th Street, Cleveland, OH 44199-2055.

NOTIFICATION PROCEDURE:

Individuals seeking to determine whether information about themselves is contained in this record system should address written inquiries to the Defense Finance and Accounting Service, Freedom of Information/Privacy Act Program Manager, Corporate Communications and Legislative Liaison, 8899 E. 56th Street, Indianapolis, IN 46249-0150.

Individuals should furnish full name, Social Security Number (SSN), current address and telephone number.

RECORD ACCESS PROCEDURES:

Individuals seeking access to information about themselves contained in this system should address written inquiries to Defense Finance and Accounting Service, Freedom of Information/Privacy Act Program Manager, Corporate Communications and Legislative Liaison, 8899 E. 56th Street, Indianapolis, IN 46249-0150.

Individuals should furnish full name, Social Security Number (SSN), current address and telephone number.

CONTESTING RECORD PROCEDURES:

The DFAS rules for accessing records, for contesting contents and appealing initial agency determinations are published in DFAS Regulation 5400.11-R; 32 CFR part 324; or may be obtained from Defense Finance and Accounting Service, Freedom of Information/Privacy Act Program Manager,

Corporate Communications and Legislative Liaison, 8899 E. 56th Street, Indianapolis, IN 46249-0150.

RECORD SOURCE CATEGORIES:

The individual concerned.

EXEMPTIONS CLAIMED FOR THE SYSTEM:

None.

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DEPARTMENT OF EDUCATION**Submission for OMB Review; Comment Request**

AGENCY: Department of Education.

SUMMARY: The Director, Information Collection Clearance Division, Regulatory Information Management Services, Office of Management invites comments on the submission for OMB review as required by the Paperwork Reduction Act of 1995.

DATES: Interested persons are invited to submit comments on or April 23, 2009.

ADDRESSES: Written comments should be addressed to the Office of Information and Regulatory Affairs, Attention: Education Desk Officer, Office of Management and Budget, 725 17th Street, NW., Room 10222, New Executive Office Building, Washington, DC 20503 or faxed to (202) 395-6974.

SUPPLEMENTARY INFORMATION: Section 3506 of the Paperwork Reduction Act of 1995 (44 U.S.C. Chapter 35) requires that the Office of Management and Budget (OMB) provide interested Federal agencies and the public an early opportunity to comment on information collection requests. OMB may amend or waive the requirement for public consultation to the extent that public participation in the approval process would defeat the purpose of the information collection, violate State or Federal law, or substantially interfere with any agency's ability to perform its statutory obligations. The Director, Regulatory Information Management Services, Office of Management, publishes that notice containing proposed information collection requests prior to submission of these requests to OMB. Each proposed information collection, grouped by office, contains the following: (1) Type of review requested, e.g. new, revision, extension, existing or reinstatement; (2) Title; (3) Summary of the collection; (4) Description of the need for, and proposed use of, the information; (5) Respondents and frequency of collection; and (6) Reporting and/or Recordkeeping burden. OMB invites public comment.

Dated: March 18, 2009.

Angela C. Arrington,

*Director, Information Collection Clearance
Division, Regulatory Information
Management Services, Office of Management.*

*Office of Elementary and Secondary
Education*

Type of Review: New

Title: Leveraging Educational
Technology to Keep America
Competitive: National Teacher
Technology Study

Frequency: On Occasion

Affected Public: Individuals or
household

*Reporting and Recordkeeping Hour
Burden:*

Responses: 320

Burden Hours: 195

Abstract: The LevTech study will document and describe the technology experiences incorporated into pre-service teacher preparation programs, as well as document how teachers currently use technology in their classrooms. Clearance is being requested for the multiple case study research design, sampling strategy, and data collection activities to be undertaken by the LevTech study. These collections will gather in-depth information on ten teacher education programs. Data collected from the selected teacher education programs will include a maximum of 15 individual interviews (educational technology faculty, methods faculty, preservice teachers), as well as a maximum of ten induction teacher graduates of the teacher education program (graduated in the last five years). Within each case, we will collect information from two different constructs: (1) the teacher education program (documents, website, educational technology faculty, methods faculty, preservice teachers) and (2) induction teacher graduates of the teacher education program (1–5 years).

Requests for copies of the information collection submission for OMB review may be accessed from <http://edicsweb.ed.gov>, by selecting the “Browse Pending Collections” link and by clicking on link number 3726. When you access the information collection, click on “Download Attachments” to view. Written requests for information should be addressed to U.S. Department of Education, 400 Maryland Avenue, SW., LBJ, Washington, DC 20202–4537. Requests may also be electronically mailed to the Internet address ICDocketMgr@ed.gov or faxed to 202–401–0920. Please specify the complete title of the information collection when making your request.

Comments regarding burden and/or the collection activity requirements should be electronically mailed to ICDocketMgr@ed.gov. Individuals who use a telecommunications device for the deaf (TDD) may call the Federal Information Relay Service (FIRS) at 1–800–877–8339.

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DEPARTMENT OF EDUCATION

Submission for OMB Review; Comment Request

AGENCY: Department of Education.

SUMMARY: The Director, Information Collection Clearance Division, Regulatory Information Management Services, Office of Management invites comments on the submission for OMB review as required by the Paperwork Reduction Act of 1995.

DATES: Interested persons are invited to submit comments on or before April 23, 2009.

ADDRESSES: Written comments should be addressed to the Office of Information and Regulatory Affairs, Attention: Education Desk Officer, Office of Management and Budget, 725 17th Street, NW., Room 10222, New Executive Office Building, Washington, DC 20503 or faxed to (202) 395–6974.

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Recordkeeping burden. OMB invites public comment.

Dated: March 18, 2009.

Angela C. Arrington,

*Director, Information Collections Clearance
Division, Regulatory Information
Management Services, Office of Management.*

Office of Special Education and Rehabilitative Services

Type of Review: Revision.

Title: Part B, Individuals With
Disabilities Education Act
Implementation of FAPE Requirements.

Frequency: Annually.

Affected Public: State, Local, or Tribal
Gov’t, SEAs or LEAs.

*Reporting and Recordkeeping Hour
Burden:*

Responses: 60.

Burden Hours: 407,160.

Abstract: This package provides instructions and forms necessary for States to report the extent to which children with disabilities served under the Individuals with Disabilities Education Act (IDEA)—B receive special education and related services with their non-disabled peers. The Office for Special Education Programs (OSEP) uses the information collected on this form to monitor States to ensure compliance with Federal statute and regulations, to disseminate data to Congress and the public, and for program improvement purposes.

Requests for copies of the information collection submission for OMB review may be accessed from <http://edicsweb.ed.gov>, by selecting the “Browse Pending Collections” link and by clicking on link number 3427. When you access the information collection, click on “Download Attachments” to view. Written requests for information should be addressed to U.S. Department of Education, 400 Maryland Avenue, SW., LBJ, Washington, DC 20202–4537. Requests may also be electronically mailed to the Internet address ICDocketMgr@ed.gov or faxed to 202–401–0920. Please specify the complete title of the information collection when making your request.

Comments regarding burden and/or the collection activity requirements should be electronically mailed to ICDocketMgr@ed.gov. Individuals who use a telecommunications device for the deaf (TDD) may call the Federal Information Relay Service (FIRS) at 1–800–877–8339.

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