

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Emergency Management for Higher Education (EMHE) Final Grantee Meeting: Customer Satisfaction Survey

SURVEY **FOCUS GROUP** **SOFTWARE USABILITY TESTING**

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. **Intended purpose:**

OSDFS will be offering an advanced training on various topics related to emergency management for institutions of higher education. The training is currently called “Emergency Management for Higher Education: Final Grantee Meeting” and is a two-day training designed for Emergency Management for Higher Education (EMHE) grantees. The training will be held one time per year and will take place at various venues across the country. A general customer satisfaction survey has been developed to help OSDFS assess the effectiveness of the training and determine areas for future improvement.

2. **Need for the collection:**

The collections are needed to ensure that we are providing efficient, effective, and meaningful training to ED’s clients.

3. **Planned use of the data:**

We will use the data from the surveys to further modify, revise, and refine our topic presentations in order to make them as useful as possible for ED’s clients.

4. **Date(s) and location(s).**

We will offer one of these sessions per contract year (the trainings are supported through a contract vehicle that ED administers.) The date and location for the next training is August 4-6, 2010 in Philadelphia, PA.

5. **Collection procedures.**

Attendees at our training will receive a copy of each of the customer satisfaction survey with their training materials and will be invited to fill them out during the training and provide them to staff at the conclusion of the training.

6. **Number of focus groups, surveys, usability testing sessions.**

We will offer one training per contract year, per cohort of EMHE grantees.

7. **Description of respondents/participants.**

The primary participants in the training courses are EMHE grantees, comprised of institution of higher education staff and personnel who would be involved in creating an emergency management plan for their campuses, or, who would likely participate in the emergency management plan or team for their institution(s).

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE: NA

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

Category of Respondent	No. of Respondents for 2010	Participation Time	Burden
Participant	Estimated 55 respondents	20 minutes	0.33/ 18 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of 2010 Respondents	Hourly Rate	Response Time	Total
Participant (will include Project Directors, Campus Security Chiefs, campus personnel, etc.)	55	Avg. of \$27.75 per hour (\$75 K annual)	20 minutes	\$508.35

STATISTICAL INFORMATION

REQUESTED APPROVAL DATE: August 2, 2010

NAME OF CONTACT PERSON: Tara Hill

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ED DEPARTMENT, OFFICE: Office of Safe and Drug-Free Schools