

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** FSA Pubs Focus Group Feedback Guide  
 (the collection that is the subject of the 10-day review request)

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

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

The purpose of the focus group is to collect qualitative information from financial aid administrators regarding how they order publications from the Federal Student Aid Publications Center (FSAPubs) and to evaluate their satisfaction with the publication ordering and distribution/shipping functions. A single focus group with 15 participants will be held during the FSA Conference in Orlando, Florida on Wednesday, December 1, 2010. The focus group participants will be financial aid administrators from postsecondary schools (four and two-year colleges, vocational and career colleges). The focus group is needed to determine current satisfaction levels with FSA's publication ordering and distribution/shipping functions and to identify future enhancements. This information will be collected one time during a live focus group. It is intended that after this focus group, FSA will request for an online survey on this topic. The survey will be conducted in early 2011 and will provide quantitative data that will supplement the focus group.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

No payments are planned.

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

Category of Respondent	No. of Respondents	Participation Time	Burden
Financial Aid Administrator	15	75 minutes	18.75 hrs.
<b>Totals</b>			

**BURDEN COST COMPUTATION**

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Financial Aid Administrator	15	\$26.00	75 minutes	\$487.50
<b>Totals</b>				

**REQUESTED APPROVAL DATE:** November 30, 2010

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