DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SATISFACTION SURVEYS

TITLE OF INFORMATION COLLECTION:
Retirement Research Consortium (RRC) Annual Meeting Evaluation

SSA SUB-NUMBER : G-01

DESCRIPTION OF ACTIVITY *(give purpose of activity, provide specific information; i.e., date(s) of survey, number of focus groups, locations, etc.):*

Background
The Retirement Research Consortium (RRC) consists of three multidisciplinary centers housed in three separate institutions (Boston College, the University of Michigan, and the National Bureau of Economic Research) and funded through cooperative agreements with the Social Security Administration (SSA). SSA awarded approximately $8.1 million to the RRC in fiscal year 2011.

RRC's three main goals are to:

- Conduct research and evaluation on a wide array of topics related to Social Security and retirement policy;
- Disseminate information on Social Security and retirement issues relevant to policy makers, researchers, and the general public; and
- Train scholars and practitioners in research areas relevant to Social Security and retirement issues.

As a cooperative agreement, the centers should be providing a public benefit by providing research to policy makers, other researchers, the public, etc. The annual conference is a dissemination activity, and persons attending the annual conference represent a portion of the RRC's overall audience. Feedback would be useful for planning future conferences and provide input for future research priorities.

Survey Details
Who will conduct the survey? The National Bureau of Economic Research RRC will conduct the survey.

Where will we conduct the survey? The survey will be available at the conference location (the National Press Club).

When will we conduct the survey? During the conference on August 2 and 3, 2012.

Who will we select to be participants? We will ask conference attendees to respond to the survey. Conference registration opened in June 2012; the conference is open to the public.

How will we conduct the survey? We will provide the survey sheet with conference materials, and a box available for returning completed surveys.

What questions will we ask? Please see the attached instrument for exact questions, but broadly speaking, we wish to know:

- What segment of our audience do you represent (government, academic, private sector, press, private citizen)? How did you learn about the conference, and do you already receive notice of research conducted at the centers (with the opportunity to sign up for such notices)?

- How do you rate the speakers and discussants, and did the conference meet your expectations?

- Do you have any suggestions?

Sharing Results of the Study

We will use the results of the study only within SSA for the administration of the RRC cooperative agreement. We will share a report generated from survey results consisting of aggregated response distributions and comments/suggestions with the center staff at the Boston College Center for Retirement Research, the National Bureau of Economic Research's RRC, and the University of Michigan's RRC, for customer feedback they may wish to consider for future conferences. We will share e-mail addresses with each center only for persons requesting their addition to that center's mailing list.

IF FOCUS GROUP MEMBERS WILL RECEIVE A PAYMENT, INDICATE AMOUNT*:*

Respondents will not be paid for their participation.

USE OF SURVEY RESULTS:

Survey results will be used to evaluate:

- effectiveness of conference presentations;
- appropriateness of conference format, including the number of panels, speakers, discussants, and length;
- relevance of topics;
- interaction between centers and the public.

We will also use survey result to further dissemination efforts by enabling sign-up for mailing lists.

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

Number of Responses: 400
Estimated Response Time: 10 minutes
Annual Burden hours: 67 hours

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