



Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3135-0130)

IDI Questions for SAA/RAO - Grant Officers & Technical Support Staff

Cover Letter for all interviews include the following disclosure:

Information is being collected to assess the feasibility of creating an online system (the “Portal”) to report Final Descriptive Report (FDR) data to the NEA and NASAA and to study ways to make the process of FDR reporting more streamlined, robust and timely.

The information will be used to assess whether such an online system is feasible, and if so, to recommend potential options and specifications for such a system.

For the people whom we contact, we estimate the time required would be a total of ninety (90) minutes. IF will supply a list of questions prior to the call so interviewees can familiarize themselves with the topics, requiring around thirty minutes. The questions would then serve as guidelines for a phone interview that would last about 1 hour.

Participation is voluntary. We do believe there is a benefit for the participating interviewees and their organizations. The Portal, if implemented, should make reporting FDR data simpler, faster and with fewer errors. Also, the system might have additional features that would facilitate the sharing of information internally as well as with the public once implemented.

The information provided in each interview will be shared with the NEA and NASAA.

IF will likely perform a follow up with an online survey about 30 days after initial contact. About 60 – 90 days after the initial contact, we will share the findings of the feasibility study and present the concept for the online system through a web seminar or similar method. All of the interviewees will be invited to participate and give feedback, although it is not required.

No sensitive information is being requested.

OMB No. 3135-0130
Expires 4/30/2014

Questions for Interview:

SAA/RAO - Grant Officers & Technical Support Staff (where available)

IDI questions for Grant Officers and Support Staff:

1. Describe the process you go through every year to provide FDR data to NASAA/NEA. Please enumerate all information sources that you must consult and draw upon to complete the FDR filing. These sources could include your GMS, paper applications in files, customer relationship management systems (CRM), state financial systems, etc.
2. What steps do you take to prepare the disk or email sent to NASAA/NEA?
3. Once the data is completely assembled, what final review do you perform before sending it to NASAA/NEA?
4. To what extent has FDR requirements driven your information systems architecture?
5. In preparing FDR reports, which parts prove most difficult? Have you noticed an area where missing data or errors occur often year to year?
6. What technical training have you received on the systems that keep FDR data, such as your GMS or state financial system? Have you received any additional training specifically on FDR requirements? Is there a reference book or handbook in your office that addresses FDR issues?
7. What steps does your agency take to verify amount spent and audience figures of your grantees. Please describe the process to update your records to reflect your findings.
8. Please describe your process for any filings required of you or your grantees under the Federal Funding Accountability and Transparency Act?
9. How did you go about choosing the GMS you currently use, and what were the key factors in making the choice?
10. Does your GMS collect most of the necessary data for the federal FDR during the course of the year? What other repositories of data do you pull from to complete the federal FDR?
11. Which data format (ASCII, Word, Excel, CSV, etc.) do you choose to send the data to NASAA/NEA and why?
12. To what extent have you customized your GMS, and how much of the customization was done specifically for collecting and reporting FDR data?
13. How do you make sure all necessary fields for the FDR are in your GMS? Where do they appear in your GMS?
14. How do you handle changing FDR fields year over year?
15. What changes have you made to your GMS over the last few years? What prompted the need for changes?
16. What are the most common information requests you receive? Please consider requests from both internal sources (your agency) and external sources. Which requests are easily responded to, and which are difficult or not possible to fulfill?
17. Which areas within the GMS are you most at ease with? Where do you



encounter the most difficulties?

18. Who are the people in your office who use the GMS? Do any of them have specialized roles in using or maintaining the GMS?
19. What operating system do the computers in your office use? Do you have a reliable high-speed internet connection in your office?

