

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: 2013 FSA Training Conference Evaluation Survey**

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

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

1. intended purpose,
  - The purpose of the survey is to measure the satisfaction of participants at the 2013 FSA Training Conference. Questions focus on the content of the training sessions as well as the facilities and provide an opportunity for participants to express how the conference experience could be improved.
2. need for the collection,
  - The annual FSA Training Conference allows for the direct interaction of FSA staff and the higher education community. The survey will provide crucial feedback to FSA on the impact of the training sessions and the resources available at the conference.
3. planned use of the data,
  - Feedback will help inform decision-making about ways to improve the conference (sessions, resources and facilities) for next year and what additional resources would be most useful to the participants.
4. date(s) and location(s),
  - This is a web-based survey hosted by Survey Monkey. It will have the FSA name and logo. It will be emailed to conference attendees.
5. collection procedures,
  - The data will be collected through Survey Monkey.
6. number of focus groups, surveys, usability testing sessions
  - There is one survey.
7. description of respondents/participants,
  - The respondents/participants are participants at the 2013 FSA Training Conference.

The survey questionnaire is attached as an instrument in ICRAS.

## **AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

N/A

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

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Participants at the conference	2,750	5 minutes	229 hours
<b>Totals</b>			

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
N/A				
<b>Totals</b>				

**STATISTICAL INFORMATION**

**If statistical methods are to be used, fully describe the methodology, sample selection, expected response rates, and any other concepts needed to provide a full understanding of those methods.**

There will be no sampling for this survey; it is a voluntary response survey.

**REQUESTED APPROVAL DATE:** December 9, 2013

**NAME OF CONTACT PERSON:** Amanda Yates

**TELEPHONE NUMBER:** 202-377-3130

**MAILING LOCATION:** 830 First Street NE, Room 22B3, Washington, DC, 20202

**ED DEPARTMENT, OFFICE:** Federal Student Aid, FSA Conferences