

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Direct Customer Survey
(the collection that is the subject of the 10-day review request)

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose, The purpose of this survey is to determine the impact of our outreach presentations, allow customers a chance to provide feedback, and evaluate the ways we can continue to serve our constituents.
2. need for the collection, This information is needed to evaluate our the effectiveness of our presentations.
3. planned use of the data, We plan to use the data internally to review customers feedback that will allow us to improve our practices accordingly.
4. date(s) and location(s), The survey will be sent electronically after every outreach presentation to our direct customers.
5. collection procedures, We will distribute the surveys and collect the responses electronically through Survey Monkey.
6. number of focus groups, surveys, usability testing sessions, There will only be one survey sent per attendant per presentation.
7. description of respondents/participants. The respondents are students and families who attended an outreach presentation.

(State whether the data collection will be completed one time, will be collected on an annual basis, or other.)

This survey will be sent to out to participants in our outreach presentations. The survey is designed to allow customers to not only evaluate the presentation but also provide any additional feedback about FSA support and services.

Attach a copy of the proposed collection instrument, e.g., survey questions, focus group script, usability testing plan. If a focus group also includes a survey, include both.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

No payments, stipends or incentives are planned.

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

This is a revision to the approved survey. This survey changes the response scale to allow for greater specificity and clarity for the user. The resource list has been revised and updated. There is one new “yes/no/I don’t know” question, 3 new options for the demographics question and 2 previously separate questions have been combined into one question. These changes should not affect the average 7 minute response time. The 1 hour was noted on the submission as the hours are in the system and this avoids an over-counting of hours previously approved under 1845-0045.

Category of Respondent	No. of Respondents	Participation Time	Burden
Direct Customers	1250	7 minutes	146
Totals	1250	7 minutes	146

Because this survey will be sent out to participants at all our out outreach events, the audience sizes will vary greatly. We cannot predict the number of respondents for each of the events that may occur. However, the survey only has 11 questions and should take about 7 minutes to complete.

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.

This survey does not employ statistical methods.

REQUESTED APPROVAL DATE: 9/21/15

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ED DEPARTMENT, OFFICE: FSA