

PAPERWORK REDUCTION ACT CHANGE WORKSHEET

Agency/Subagency U.S. Department of Education / Federal Student Aid		OMB Control Number 1845-0045
Enter only items that change		
Current Record		New Record
Agency form number(s)	FSA Generic Clearance Customer Survey/Focus Group Master Plan	FSA Generic Clearance Customer Survey/Focus Group Master Plan
Annual reporting and record keeping hour burden		
Number of respondents	105,300	200,000
Total annual responses	105,300	200,000
Percent of these responses collected electronically		
Total annual hours	24,458	45,000
Difference		20,542
Explanation of difference		
Program Change		
Adjustment		More focus groups and surveys have been requested.
Annual reporting and record keeping cost burden (in thousands of dollars)		
Total annualized capital/startup costs		
Total annual costs (O&M)		
Total annualized cost requested		
Difference		
Explanation of difference		
Program Change		
Adjustment		
<p>Other change**</p> <p>This is a request for additional hours and respondents to cover the increased use of the generic customer service focus group and survey option. There have been changes to methodology, previously telephonic or mailed surveys are now being performed electronically via email, that have increased the number of respondents that can be surveyed. Additionally, there have been surveys and focus groups that meet the criteria for using the generic clearance that were not in the original master plan.</p>		
Signature of Senior Officer or designee:	Date:	For OIRA Use
<i>Beth L. Gokeldinger</i>	<i>10-7-15</i>	_____

**This form cannot be used to extend an expiration date
OMB 83-C