

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: Train the Trainer  
(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 college access professionals and our community partners (peers) 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 peer 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 peers.
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 college access professionals and our community partners 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 out to participants in our outreach presentations. The survey is designed to allow peers 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*):

Category of Respondent	No. of Respondents	Participation Time	Burden
	625	5 minutes	1*
<b>Totals</b>	<b>625</b>	<b>5 minutes</b>	<b>1*</b>

\*This survey is expected to be completed by 625 presentation participants. The collection indicates one (1) hour of burden as the hours are in the master plan in the system and should not duplicate the hours previously approved under 1845-0045. The survey has been revised and is asking 2 additional questions but the 5 minute response time does not change.

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.

**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: 1/8/16**

**NAME OF CONTACT PERSON: Claire Fluker**

**TELEPHONE NUMBER: 202-377-4580**

**MAILING LOCATION: 830 First Street NE 32C2 Washington DC, 20202**

**ED DEPARTMENT, OFFICE: FSA**