

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: MSURSD Executive Leadership Conference Information Request Survey

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. Intended purpose

The Minority-Serving and Under-Resourced Schools Division (MSURSD) in Federal Student Aid (FSA) is developing an annual FSA Executive Leadership Conference (ELC). The goal of the ELC is to equip presidents and chancellors with critical knowledge and insight of Federal Student Aid programs and processes, tailored to the specific needs and challenges of leaders within Minority Serving Institutions (MSI). The survey will request feedback from presidents and chancellors on their specific needs.

2. Need for the collection

To ensure the FSA Executive Leadership Conference provides all attendees with an invaluable, executive-level experience, the survey will request feedback from presidents and chancellors regarding several key components of the ELC. These key components consist of items such as location, discussion topics, most suitable time frames, possible networking opportunities and potential speakers.

3. Planned use of the data

The data collected from the survey will be utilized to finalize logistics, information sessions and associated opportunities during the ELC.

4. Date(s) and location(s)

Fielding will occur in January 2018. This is web-based survey.

5. Collection procedures

The survey will be emailed to the Presidents, CEOs and/or Chancellors of all Minority Serving Institutions (MSIs) that we partner with. The participants will be sent an email requesting feedback. A link within the email will direct them to the survey that is housed on a website.

6. Number of focus groups, surveys, usability testing sessions

The current version of this study involves one (1) survey.

7. Description of respondents/participants

The respondents/participants are Presidents, CEOs and/or Chancellors of MSIs.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

BURDEN HOUR COMPUTATION

Category of Respondent	No. of Respondents	Participation Time	Burden
Presidents, CEOs and/or Chancellors of MSIs	713	10 minutes	119 hours
Totals	713	10 minutes	119 hours

STATISTICAL INFORMATION

No statistical methods are being used.

REQUESTED APPROVAL DATE: January 22, 2018

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