

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Student-Specific FAFSA Completion Initiative 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 the survey is to measure satisfaction levels, obtain feedback, and identify opportunities for improvement/assistance with the student-specific FAFSA Completion Initiative.
2. need for the collection,
 - The student-specific FAFSA completion initiative helps states/territories, school districts, and schools identify high school seniors who are eligible to complete the FAFSA and will possibly attend a post-secondary educational institution. By identifying issues based on survey responses, we may be able to improve the initiative in the states/territories, and encourage/help other states begin/improve participation. If there are weaknesses identified, we can diagnose the issues, and where appropriate, remedy the deficiencies.
3. planned use of the data,
 - Specific feedback and satisfaction levels will help inform decision-making so that we can improve FAFSA completion (outreach) strategies.
4. date(s) and location(s),
 - Fielding is currently planned for one-time as soon as possible (August 2018), but based off of the survey results, we may choose to survey additional segments under a different information collection. This data collection will last for approximately 5 weeks. This is a voluntary web-based survey.
5. collection procedures,
 - Potential respondents are the state Authorized Officials (for the student-specific FAFSA completion initiative) or their designees. This group will be sent an email. 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 survey with one data collection period.
7. description of respondents/participants,
 - The respondents/participants are state Authorized Officials (for the student-specific FAFSA completion initiative) or their designees.

The survey instrument is attached.

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*):

Category of Respondent	No. of Respondents	Participation Time	Burden
State officials/initiative leaders	52 (max)	15 minutes	13 hours
Totals	52 (max)	15 minutes	13 hours

BURDEN COST COMPUTATION

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

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.

Not applicable since we will be surveying *all* 50 states plus the District of Columbia and Puerto Rico’s (student-specific FAFSA completion initiative) Authorizing Official or their designees.

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