

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Information for Financial Aid Professionals (IFAP) website user survey

(the name of 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 intention of this survey is to gage current IFAP users’ satisfaction and receive feedback on the functionality and usability of the IFAP website.
2. need for the collection: Survey results will assist in prioritizing and identifying enhancements to make the website a better customer focus product.
3. planned use of the data: Data gathered will be used as an element for creating a strategic plan on enhancements to the website.
4. date(s) and location(s): November 27, 2018 through December 26, 2018 via an online survey tool
5. collection procedures: Via an online survey tool
6. number of focus groups, surveys, usability testing sessions: One – The data will be collected for a period of 30 days and will be a one-time collection. Once 100 responses are received, no more feedback will be collected.
7. description of respondents/participants. Current financial aid professionals/IFAP users will be invited on the IFAP website to follow the link to the survey tool to complete the survey.

The proposed survey questions are in a separate Word attachment.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

None

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
Information for Financial Aid Professionals (IFAP) website user survey	100	6 minutes	10 hours

Totals	100	6 minutes	10 hours
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BURDEN COST COMPUTATION (this is only required when a stipend is being offered)

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
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.

None

REQUESTED APPROVAL DATE: October 23, 2018

NAME OF CONTACT PERSON: Vicki Adkins

TELEPHONE NUMBER: 202-377-4352

MAILING LOCATION: 830 1st Street, NE, Washington, DC 20202

ED DEPARTMENT, OFFICE: Federal Student Aid/Business Operations/Web Communications