

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Course Evaluations for Federal Training Officers Training Events

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose:
 - Gather participant evaluations for the following aspects of the courses presented by the Training Officers
 - Evaluate the presentations provided at state and regional conferences
 - Evaluate the training provided to schools and financial aid administrators

2. need for the collection: Surveying participants to the satisfaction that they derive.

3. planned use of the data: The information would be used an evaluation of the training officers and to help create better quality presentations and training material to meet customer needs and expectations.

4. date(s) and location(s): This is an ongoing evaluation that will be used annually for each fiscal year at all training events including Fundamentals of Title IV and state and regional conferences.

5. collection procedures: The survey will be sent out electronically to registered participants using the CVENT registration system at the conclusion of each training event.

6. number of focus groups, surveys, usability testing sessions: This evaluation will be used at approximately 200 training sessions annually.

7. description of respondents/participants. The participants of the survey will be financial aid administrators and any other participants to the training provided.

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
Attendee to the training	30,000	3 minutes	1500 hours
Totals	30,000		1,500 hours

BURDEN COST COMPUTATION (this is only required when a stipend is being offered)

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.

N/A

REQUESTED APPROVAL DATE: 12/1/2018

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