

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: FAFSA Usability Study
(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 purpose of this study is to host multiple small focus groups to obtain user research and usability testing on FAFSA Corrections.
2. need for the collection:
Our desire is to learn more about FAFSA Corrections from the user's perspective, to gain a deeper understanding of the 'who, what, when, where, why, and how,' and with that information, to develop and validate hypothesis about how to best meet user's needs in this area. In short, we want to answer: How might we make it simpler, easier, and quicker for users to make changes to their FAFSA information, on both mobile and web applications. To do this, we will host multiple small focus groups focusing on qualitative feedback from participants using open ended questions.
3. planned use of the data:
To derive usability insights and inform design to improve the web and mobile application functionality.
4. date(s) and location(s):
November 20, 2018 through December 23, 2018. The majority of the participants will be virtual (over the phone) and a small number of separate participants will be in person (in the Brooklyn, NY area).
5. collection procedures:
Note taking via MS Word.
6. number of focus groups, surveys, usability testing sessions:
10-20 small focus groups.
7. description of respondents/participants.
Users are over 18 and have submitted a FAFSA since October 2017.

State whether the data collection will be completed one time, will be collected on an annual basis, or other.

Data will be collected and completed one time.

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

\$75 per participant. Our desire is to expedite our recruitment so that we get a good representation of users quickly, so that we can make use of the insights and recommendations derived from this study in the next, fast approaching development cycle for which this functionality must be implemented.

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
User participant	30	1.5 hours each	45
Totals			

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

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
User participant	30	50	1.5 hours	2,250
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.

NA

REQUESTED APPROVAL DATE: November 19, 2018

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ED DEPARTMENT, OFFICE: APD