

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: 2020 Virtual FSA Training Conference (FSATC) Post-Conference Survey**

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

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

Specify all relevant information, including

1. intended purpose: Poll all attendees to gain a consensus of their overall experience at the first 2020 virtual FSATC.
2. need for the collection: Collection is needed to evaluate overall experience of the virtual conference as well as gather information regarding interest and expectations for future conferences.
3. planned use of the data: Assist conference management team with future needs, interests, and expectation of conference. Data will help in the proper execution of future event (i.e., most popular sessions to present, duration of each session, availability of participants to attend sessions, etc.).
4. date(s) and location(s): Polling would need to take place following the conclusion of the conference, in December 2020 using a web-based survey system. The event was December 1-4, 2020. Conference Management Team would like to collect this data while attendees are still taking advantage of on demand sessions.
5. collection procedures: Poll survey using e-mail being sent from our contractor, E&G. (Identify whatever platform the survey/poll will take, i.e., Survey Monkey, email, etc.)

number of focus groups, surveys, usability testing sessions: There will be a single survey poll sent to all attendees.

1. description of respondents/participants: Estimate of 15,000 attendees

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

As of now, to accommodate the new way of training being offered due to COVID-19, this will be a one-time collection.

*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**

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
Individual	15,000	7 minutes	1,750
<b>Totals</b>			

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

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
<b>Totals</b>				

**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:** 12-18-2020 or as soon as possible. , Conference Management Team would like to collect this data while attendees are still taking advantage of on demand sessions.

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