## DOCUMENTATION FOR THE GENERIC CLEARANCE

**OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

NOT an A-11 filing – confirmed with Matt Eliseo 3-17-2021

# TITLE OF INFORMATION COLLECTION:

# Non-government 2021 FSATC Registrant Attendance Pre-Conference Survey

**[ X] SURVEY [ ] FOCUS GROUP [ ] SOFTWARE USABILITY TESTING**

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

Specify all relevant information, including:

1. intended purpose: Poll all 2020 FSATC virtual attendees to gain a consensus of their overall intent to attend the 2021 FSATC in-person.
2. need for the collection: Collection is needed to evaluate overall interest and expectations for the upcoming conference.
3. planned use of the data: Assist conference management team with future needs, interests,  and expectation of conference.  Data will help in preparation of possible in-person attendance.
4. date(s) and location(s): Polling will take place 8 months prior to the beginning of the conference, in December 2021 using a web-based survey system. The event is slated for November 30 – December 3, 2021.
5. collection procedures: Poll survey using e-mail being sent from our contractor, E&G.
6. number of focus groups, surveys, usability testing sessions: There will be a single survey poll sent to all attendees.
7. description of respondents/participants: Estimate of 16,000 past 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 | 16,000 | Average 2 minutes | 533 hours |
| **Totals** | **16,000** |  | **533 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: 3/26/2021 or** as soon as possible. Conference Management Team would like to collect this data prior to past attendees making plans to attend the annual conference.

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