

**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

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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ED DEPARTMENT, OFFICE: UCP, Strategic Communications