

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Presidential Symposium Leadership Survey

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. Intended purpose: The purpose of this survey is to gather data to measure the Minority-Serving and Under-Resourced Schools most requested training topics for our Spring Summer workshops.
2. Need for the collection: To gain customer feedback
3. Planned use of the data: Specific feedback will help to determine if the second symposium will be held.
4. Date and location(s): The survey will be conducted November 21th, 2019, electronically
5. Collection procedures: Attendees/participants will be sent a link to the electronic survey using the email address they provided
6. Number of focus groups, surveys, usability testing sessions: one survey per attendee
7. Description of respondents/participants. The participants will consist of Financial Aid Administrators or their designated representatives

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

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
Financial Aid Administrators	687	5 minutes	1 hour*
Totals	687	5 minutes	1 hour*

*The 1 hour is posted to the submission as the burden hours are already included in the generic collection approved by OMB under 1845-0045.

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

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
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.

REQUESTED APPROVAL DATE: 11/18//2019

NAME OF CONTACT PERSON: Freda Donald

TELEPHONE NUMBER: 202 377-3600

MAILING LOCATION: UCP Rm 31J1, 830 First Street NE, Washington, DC 20202

ED DEPARTMENT, OFFICE: Federal Student Aid, School Experience, Minority-Serving and Under-Resourced Schools Division