

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** Student Financial Empowerment Survey  
*Regular generic clearance review, not part of the A-11, Section 280 reporting*

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

## DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose: **The information collected will serve two purposes – First, general feedback related to the execution of the event which will be used to influence future events. Second, respondent feedback will be used to shape the development of the Federal Student Aid Student Financial Empowerment Initiative.**
2. need for the collection: **Survey data is needed to quantifiably capture, and measure attendance feedback related to the 2020 Student Financial Empowerment Summit.**
3. planned use of the data: **The data will be used to quantify user feedback related to the technical execution of the Student Financial Empowerment Summit and user experience and will be used to shape the goals and partnerships within the Student Financial Empowerment initiative**
4. date(s) and location(s): **Summit Oct. 14, 2020 Survey will be sent post summit virtually**
5. collection procedures: **During the summit questions will be placed into the Chat window and participants will have the option to provide written feedback and comment. Following the summit, a survey will be emailed to attendees to complete.**
6. number of focus groups, surveys, usability testing sessions: **250**
7. description of respondents/participants. **Participants are those people that register for and participate in the summit on October 14, 2020.**

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

**The data will be collected 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

**NONE**

**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
Summit Attendee	250	15/60	63
<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.*

**REQUESTED APPROVAL DATE: October 1, 2020**

**NAME OF CONTACT PERSON: Katherine Porter**

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**ED DEPARTMENT, OFFICE: Federal Student Aid, Strategy and Innovation**