

**DOCUMENTATION FOR THE GENERIC CLEARANCE  
OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

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

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**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*):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Individual	16,000	Average 2 minutes	533 hours
<b>Totals</b>	<b>16,000</b>		<b>533 hours</b>

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

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
N/A				
<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:** 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