

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Campus Re-opening Strategy Fall/Spring 2021/2022

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose: The purpose of this anonymous survey is to gather information to determine the re-opening strategy for Fall/Spring 2021/2022 semesters of the schools we serve.
2. need for the collection: To gain customer feedback.
3. planned use of the data: Specific feedback will help us in developing content for planning to better assist our schools with adjusted calendars and/or instructional methodologies.
4. date(s) and location(s): August 10th, 2021, electronically
5. collection procedures: Participants will be e-mailed a link to the electronic survey
6. number of focus groups, surveys, usability testing sessions: One survey per university
7. description of respondents/participants. 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. **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

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
	731	5	61
Totals	731	5	61 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
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: 8/8/2021

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/Partner Technical Assistance Group/Minority-Serving and Under-Resourced Schools Division

Federal Student Aid - Campus Re-Opening Survey