

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