

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

---

**TITLE OF INFORMATION COLLECTION: Tools for School Training**

**X SURVEY   [ ] FOCUS GROUP   [ ] SOFTWARE USABILITY TESTING**

**DESCRIPTION OF THIS SPECIFIC COLLECTION:**

The School Out Reach Division, Quality Assurance Program of the Office of Federal Student Aid requests clearance for a customer survey, which will be emailed to institutions of higher education that attend FSA’s on-line Micro Soft Live Meeting (MLM) training.

The purpose of this survey is to determine what federal financial aid program training will best meet client schools needs during the next year and how that training should be packaged and delivered, based upon their needs and expectations. Title IV eligible schools vary greatly in resources, organization, range and depth of Title IV program administration experience. These differences extend to student demographics, staff knowledge as well as their participation in the various federal student aid programs. These factors greatly influence the kind of training experiences they want and need from us.

As a result of prior surveys we have identified the need to survey our participating institutions in the following two areas:

1. Training Satisfaction Survey of Individual tools
2. Longitudinal Survey of Satisfaction with Overall Training Offerings.

This survey, Tools for Schools Training, is designed to provide more depth of knowledge as to specific training topics but designed in a more generic structure so it can be used for other training designed by the Quality Assurance Team. This survey attempts to provide quality questions that can be used for various training sessions. It is very similar to the previous survey approved with only minor changes to make it generic. This survey has been attached for your review and will be made available using Zoomerang.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

No payments are planned

**BURDEN HOUR COMPUTATION:**

| <b>Category of Respondent</b> | <b>No. of Respondents</b>   | <b>Participation Time</b> | <b>Burden</b>  |
|-------------------------------|---|---------------------------|----------------|
| Survey 1                      | Approximately 300 participants attending session on ISIR Analysis Tool, Demo Site, Quality Assurance or FSA Assessment Training | 5 -7 minutes              | 30 hrs         |
|                               |   |                           |                |
| <b>Totals</b>                 |   |                           | <b>30 hrs.</b> |

**BURDEN COST COMPUTATION**

| <b>Category of Respondent</b>                           | <b>No. of Respondents</b> | <b>Hourly Rate</b>  | <b>Response Time</b> | <b>Total</b> |
|---|---------------------------|---------------------|----------------------|--------------|
| Federal staff time for survey is the only incurred cost |                           | \$45.00 hourly rate | 5 hours              | \$225        |
|   |                           |                     |                      |              |
| <b>Totals</b>   |                           | \$45.00 hourly rate | 5 hours              | \$225        |

**STATISTICAL INFORMATION**

The survey's purpose is to determine what schools need to maximize the use of FSA tools (e.g. ISIR Analysis Tool or the FSA Assessments). Each area of training we provide is composed of multiple content areas within a given topic. This survey is designed to elicit the exact nature of the perceived training deficit identified. We will analyze the surveys of all institutions attending training. We will evaluate the results to determine if survey responses are affected.

**NAME OF CONTACT PERSON: Holly Langer-Evans**

**TELEPHONE NUMBER: 617 289 0136**

**MAILING LOCATION: 33 Arch Street, Boston, MA 02110 – 10<sup>th</sup> Floor**

**ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Business Operations, School Services and Training Channel, School Outreach Division, Quality Assurance Program Team**