

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Quality Assurance Program Participant Close Out Survey

SURVEY FOCUS GROUP SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose,
2. need for the collection,
3. planned use of the data,
4. date(s) and location(s),
5. collection procedures,
6. number of focus groups, surveys, usability testing sessions
7. description of respondents/participants.

The purpose of this customer satisfaction survey is to reach out to all Quality Assurance Program participants to gather information related to their satisfaction with close out procedures. This survey will be conducted using a web based process that will be available to the participants from April 15, 2017 through May 15, 2017. The data collected will be used in a final report that will be published in Fall 2017. There will be one response per school, with an estimated total of 115 respondents.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

There will be no 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
Each FSA Quality Assurance Institutional Participant	1	15 minutes	15 minutes
Totals	115	15 minutes	29 hours

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.

Not Applicable

REQUESTED APPROVAL DATE: 3/17/17

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