

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: FFEL Borrower Servicing Survey

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Since 2003, Federal Student Aid has surveyed direct customers from each of its major channels using the primary product of that area: students applying for aid, students repaying their Direct Loans, schools using the Common Origination and Disbursement System, and financial partners using the Lender Reporting System. Beginning in 2008, Federal Student Aid will use a more student-centric approach that will measure satisfaction with the aid delivery process throughout the entire aid lifecycle from the time the student begins to look for information about aid until they begin to repay loans they may have received. To accomplish this, three new surveys will be administered: student satisfaction with the aid awareness process, the students satisfaction with the aid process while they are in school, and borrower satisfaction with the servicing of Federal Family Education Loan (FFEL) program loans. The addition of these surveys will allow Federal Student Aid to assess the satisfaction of its ultimate customer, the student. Information from these surveys will help us improve the aid delivery process for the student. This request is for approval of the new questionnaire that Federal Student Aid has developed for gathering information about Federal Family Education Loan student borrowers and the loan servicing they have experienced upon leaving school. This new questionnaire is based on the Direct Loan Servicing Questionnaire that has been employed and updated annually since 2003.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

BURDEN HOUR COMPUTATION

The changes needed to make the questionnaire pertinent to FFEL borrowers have been minor wording changes, from Direct Loan to FFEL, to clarifications of who may be the servicer, from the federal government for Direct Loans to lender or loan servicer for FFEL. In two cases questions have been removed as the services in question are specific to the Direct Loan program and may not have a FFEL counterpart. Additionally, four new questions and one new section with 3 questions have been added to clarify how the borrower receives information from or contacts their lender or loan servicer.

These changes should not increase the time required to complete the survey because most of the new questions will only require the respondent to choose between two items or will collect any verbatim comments the respondent wishes to share. These changes will provide improved information for Federal Student Aid to ensure that the products it supports are being fully and correctly utilized on the student's behalf.

Category of Respondent	No. of Respondents	Participation Time	Burden
Student borrowers	250	10 minutes	41.67 hours
Totals			41.67 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Student borrowers	250	\$0 (cost of analyzing survey data is included within an existing contract; there is no additional cost)	N/A	\$0
Totals				\$0

STATISTICAL INFORMATION

This survey will be conducted by the CFI Group using the American Customer Satisfaction Index methodology.

NAME OF CONTACT PERSON: Tony Oliveto

TELEPHONE NUMBER: 202-377-3078

MAILING LOCATION: 830 First Street / Room 094F1/ Washington, DC 20202

ED DEPARTMENT, OFFICE, DIVISION, BRANCH: ED / Federal Student Aid / Enterprise Project Management Service/Strategic Planning and Reporting