

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: In-School Aided 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, two new surveys will be administered: the student's 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. OMB approved the survey on FFEL borrower satisfaction on May 28, 2008. This request is for approval of the new questionnaire that Federal Student Aid has developed for gathering information about the key components of the student aid delivery process as it pertains to the students' experience while they are attending school. The data collection instrument includes questions about how the student receives information about student aid, the communications he or she receives from their financial aid office, their overall experiences with the aid administration process, including account management capabilities and their observations about their entrance or exit counseling experience. This survey will also be conducted by the CFI Group (CFI) using the American Customer Satisfaction Index methodology.

## **AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

N/A

## **BURDEN HOUR COMPUTATION**

About 10,000 students currently receiving Student Federal Aid will be selected using a random start number from information contained in the National Student Loan Data System. From that list CFI will select participants using a random number generator and once 250 telephone interviews are completed, data collection will stop. Assuming an average response rate of 75%, approximately 340 people will be contacted to complete the survey. The response target of 250 allows the confidence intervals around the computed performance scores to range from  $\pm 2.5$  to  $\pm 3.0$  points, at 95% confidence. It is expected that this survey will take respondents 10 minutes to complete, creating a total burden to the public of 41.67 hours (250 surveys at 10 minutes per survey).

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Student borrowers	250	10 minutes	41.67 hours
<b>Totals</b>			<b>41.67 hours</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>
Student borrowers	250	\$0 (cost of analyzing survey data is included within an existing contract; there is no additional cost)	N/A	\$0
<b>Totals</b>				<b>\$0</b>

**STATISTICAL INFORMATION**

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

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