

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:
EExpress Use Survey 2008

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

The purpose of this survey is to establish how users of EExpress actually use the products to accomplish daily Federal Student Aid processing of Grants and Loans, as well as their satisfaction with the current EExpress products. This survey was requested by the Director, Program Operations Channel. Federal Student Aid knows that some schools have found ingenious ways to use EExpress, both standalone and in combination with campus systems. This survey is a preliminary step in decision making as to future re-configuration of EExpress, which could include elimination of the product, reduction of functionality offered, re-engineering into a Web product or retention as a PC software product. Since Application Processing Division (APD) no longer includes a user survey embedded in the software, determining usage across all school types (proprietary, public, private) is no longer available, thus the need for this survey.

APD has developed a survey of thirteen questions, combining Yes/No, multiple choice and optional text replies to establish how a school currently uses EExpress, determine their overall satisfaction with the products, and elicits opinions as to future product configurations. These questions will be posted to the Zoomerang zPro website, an online customer satisfaction survey tool, for which Federal Student Aid holds a user license and which has been used successfully. The target date for launching this survey is late August, with an analysis period in the late August/early September 2008 period.

APD has obtained a list of 1700 potential recipients, across all school types, from the Participation Management system. Those email addresses will be entered into Zoomerang, which will send email invitations to link to the Zoomerang website (<http://www.zoomerang.com/>) for respondents to complete the survey online.

These recipients will be Financial Aid Administrators (FAA) and Third Party Servicers acting as de facto FAA's. Some of those email addresses are for Financial Aid Administrators who do not use EExpress in any fashion and those respondents will self-eliminate through a screening question in the first position. APD conservatively estimates 5% to 10% return to achieve 250 respondents and Zoomerang and APD will continue to send invitations or reminders until that number is reached. APD believes 250 respondents should provide enough data to conduct meaningful analysis of the results.

A copy of the survey questions is attached to this clearance form as Attachment A.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE: None

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
Financial Aid Administrators Third Party Servicers	250	10 minutes	41.6
Totals	250	10 minutes	41.6

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Financial Aid Staff/Third Party Servicers	250	Unknown	10 minutes	41.6 hours
Totals	250	Unknown		41.6 hours

STATISTICAL INFORMATION

At the conclusion of the survey, APD will conduct analysis of responses, with the assistance of knowledgeable Federal Student Aid staff with experience analyzing Zoomerang survey results. Analysis will consist of weighted averages, distribution and cross-tier grouping by school type. That analysis will be presented to the Director, Program Operations Channel, for his use in determining the direction APD will take relative to EDEExpress.

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ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Program Operations Channel, Application Processing Division, PC Products