

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Ease of doing business with FSA – School Partners Quarterly Survey
(The collection that is the subject of the 10-day review request)

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

The purpose of this survey is to provide information to assess FSA’s “ease of doing business” with its school partners. “Ease of doing business” is a key performance measure of FSA strategic goal, “To ensure that all participants in the system of postsecondary education funding serve the interest of students from policy to delivery.” The purpose of the measurement is to ensure that FSA is providing the best services possible to its school partners, so that intern, our school partners can provide the best possible services to students. The survey will not only measure “ease of doing business” at an aggregate level, but will also measure ease of use and/or satisfaction of key delivery products and services, like systems that support aid delivery, training, and technical assistance. In order to receive timely updates, the survey is designed to be offered in an electronic format every quarter.

The instrument is designed in a scorecard fashion and only includes twelve high level questions that will be responded to using a Likert scale. In addition, there will be the opportunity for respondents to provide a verbatim response to a question that asks them to provide the most urgent improvement required. This used in combination with scoring of the individual questions, will help FSA prioritize improvement actions.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

No stipend or incentive will be provided to participants.

BURDEN HOUR COMPUTATION

FSA anticipates receiving responses from about 300 -450 schools every quarter. Because of the simplified format of the survey, it will only take about three minutes to complete the survey. In total, we estimate the total burden hours to be approximately 60 hours.

Category of Respondent	No. of Respondents	Participation Time	Burden
School Financial Aid Officers	1800	3 minutes	90 hours
Totals	1800	3 minutes	90 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly	Response	Total
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		Rate*	Time	
School Financial Aid Officers	1800	\$18.08	3 minutes	\$1,628
Totals	1800	\$18.08	3 minutes	\$1,628

- **Average Salary 2010 of financial aid officer is \$37,600; yields hourly pay of \$18.08. Source is website, My Salary.com.**

STATISTICAL INFORMATION

CFI Group, a current FSA contractor on the MOBIS Schedule, will perform data processing and analyses. At the targeted response rate, FSA should yield a sample of about 300 – 450 responses per quarter. At these sample sizes, the 90% confidence interval around the item scores should be in the range of +/- 2.5 – 1.8 points on CFI’s 0-100 scale, and score differences of +/- 3.5 – 3.0 points or more will be statistically significant.

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ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Enterprise Performance Management Services, Strategic Planning and Reporting Group.