

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: Borrowers In School 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 Borrowers in School Survey is a telephone survey of loan and/or Pell recipients that were still in school that asks questions about:

- (1) Award administration
- (2) Account management
- (3) Communications from their school
- (4) Entrance counseling
- (5) Confidence their ability to manage their loans
- (6) Confidence that they will receive enough aid to finish school
- (7) Overall customer satisfaction

1. intended purpose,
  - The purpose of the survey is to measure satisfaction levels and needs for improvement in FSA's ability to inform and prepare borrowers in school for repayment.
2. need for the collection,
  - A lot of FSA resources are being used to inform and prepare borrowers for repayment. However, to date there have been no surveys of borrowers right before they enter into that phase of the student aid lifecycle asking them how well we have achieved those goals.
3. planned use of the data,
  - Specific feedback and satisfaction levels with various aspects FSA's communications will help inform decision-making when making any changes to the way we communicate with borrowers about repayment options and responsibilities.
4. date(s) and location(s),
  - Fielding will occur in mid-May and will last for approximately 5 weeks (until a sufficient sample size is reached). This is a phone survey.
5. collection procedures,
  - Potential respondents are pulled from the Common Origination and Disbursement (COD) system. Selecting only those borrowers that are in in school and received a grant disbursed for the 2012/13 academic year or had a loan disbursed between July 1, 2012 through April 22, 2013.
6. number of focus groups, surveys, usability testing sessions
  - The current version of this study involves one (1) survey.
7. description of respondents/participants,
  - The respondents/participants are borrowers that are in school and received a grant disbursed for the 2012/13 academic year or had a loan disbursed between July 1, 2012 through April 22, 2013.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

N/A

**BURDEN HOUR COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Borrowers	~1500	12.5 minutes	312.5 hours
<b>Totals</b>	<b>~1500</b>	<b>12.5 minutes</b>	<b>312.5 hours</b>

**BURDEN COST COMPUTATION**

N/A

**STATISTICAL INFORMATION**

The survey is a random sample of customers (borrowers or Pell recipients) that had at least one disbursement for the 2012/13 academic year. This should include individuals that had a grant disbursed for the 2012/13 academic year or had a loan disbursed between July 1, 2012 through April 22, 2013. The random sampling is done at the individual level, not at the disbursement (loan or Pell award) level since a single individual can receive multiple awards.

The contractor employs a proprietary American Customer Satisfaction Index (ACSI) econometric model. The ACSI is a cross-industry, cross-agency methodology for obtaining comparable measures of customer satisfaction. Along with other economic objectives, the quality of output (goods and services) is a part of measuring living standards. The ACSI's ultimate purpose is to help improve the quality of goods and services available to the American people.

The contractor will perform data processing and preparation of an ACSI model for this study, using the proprietary ACSI econometric model. Output of the model will be a set of indices, including indices for drivers of satisfaction, the satisfaction index, and the indices for outcomes of satisfaction. Additionally, the model produces impact scores that show the strength of the effect of each index on subsequent ones.

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