

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: Partner Reporting/Feedback  
(the collection that is the subject of the 10-day review request)**

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

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

Specify all relevant information, including

1. *intended purpose*, The purpose of this survey is to determine the type of outreach our partners used to promote the Spring 2015 repayment campaign, when the outreach was completed, and how much feedback was received.
2. *need for the collection*, This information is needed to determine the most used outreach method by our partners.
3. *planned use of the data*, We plan to use the data internally to review the way our partners prefer to reach their constituencies in order to better assist and serve them.
4. *date(s) and location(s)*, The survey will be sent out electronically on June 8 and at the beginning on July.
5. *collection procedures*, We will distribute the surveys and collect the responses through Survey Monkey.
6. *number of focus groups, surveys, usability testing sessions*, There will only be one survey.
7. *description of respondents/participants*. The respondents are contacts at various organizations who have agreed to partner with us on our Spring 2015 repayment campaign. Some of these organizations include national education organizations, college professional and alumni associations, and major non-profits.

(State whether the data collection will be completed one time, will be collected on an annual basis, or other.)

The same survey will be sent to our partners twice, once at the beginning of June and once more at the end of June/beginning of July 2015. We are fielding the survey twice to capture what information was shared and how it was share during the respective months of May and June. The survey is designed to allow for multiple responses to collect the full range of uses of FSA repayment materials.

Attach a copy of the proposed collection instrument, e.g., survey questions, focus group script, usability testing plan. If a focus group also includes a survey, include both.

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

No payments, stipends or incentives are planned. .

**BURDEN HOUR COMPUTATION** (Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Partner	23 x 2 = 46 total	10 mins per survey	8 hours
<b>Totals</b>	<b>46</b>	10 minutes	<b>8 hours</b>

**STATISTICAL INFORMATION**

**If statistical methods are to be used, fully describe the methodology, sample selection, expected response rates, and any other concepts needed to provide a full understanding of those methods.**

This survey does not employ statistical methods.

**REQUESTED APPROVAL DATE: 5/29/15**

**NAME OF CONTACT PERSON: Claire Fluker**

**TELEPHONE NUMBER: 202-377-4580**

**MAILING LOCATION: 830 First Street, NE 32C2 Washington, DC 20202**

**ED DEPARTMENT, OFFICE: FSA- Awareness and Outreach**