DOCUMENTATION FOR THE GENERIC CLEARANCE
OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Borrowers in Grace Survey
(the collection that is the subject of the 10-day review request)

[X] SURVEY   [ ] FOCUS GROUP   [ ] SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION
Specify all relevant information, including
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 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 May and November. Each data collection will last for approximately 3 weeks (until a sufficient sample size is reached). This is a web-based survey.
5. collection procedures,
   - Potential respondents are pulled from the National Student Loan Data System (NSLDS), selecting borrowers that are in months one through six of their grace period. This list will be sent an email requesting feedback. A link within the email will direct them to the survey that is housed on a website.
6. number of focus groups, surveys, usability testing sessions
   - The current version of this study involves one (1) survey with two data collection periods.
7. description of respondents/participants,
   - The respondents/participants are borrowers that are about to enter into repayment for their student loans; that is, they are in their six-month grace period.

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
N/A

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
Borrowers in grace period	1,500 (max)	10 minutes	1 hour
Totals	1,500 (max)	10 minutes	1 hour

This is a revision to the approved survey which revises the date of the survey, revises questions to more specifically target in-grace borrowers, deletes two open ended questions and adds 4 multiple choice or yes/no questions. These changes should not affect the average 10 minute response time. The 1 hour was added to the submission as the hours are in the system and are not a duplicate of the hours previously approved under 1845-0045.

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.

Potential respondent names, email addresses, and segmentation variables are pulled (from NSLDS) by identifying borrowers who are in months one through six of their grace period for at least one of their student loans. The contractor shall complete all surveys consistent with the objectives and constraints outlined in the contract, including the requirement to resolve any readiness and/or data problems, including non-response, as appropriate.

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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