

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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## TITLE OF INFORMATION COLLECTION:

**FSA Borrower in Income-Driven Repayment Plans Customer Satisfaction Survey**

**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 to make choices about their repayment plans, particularly income-driven repayment (IDR) plans.
2. need for the collection,
  - The Administration has placed made expanding IDR plans a priority and making borrowers aware of those repayment options. However, our other customer satisfaction surveys show that for borrowers not in IDR, the main reason for not selecting one of the plans is that they do not have enough information. This new survey will help us to compare borrowers in IDR and not in IDR, to better understand how they consume information and make choices about repayment.
3. planned use of the data,
  - Specific feedback and satisfaction levels will help inform decision-making so that we can improve how we communicate with borrowers about repayment options, particular IDR.
4. date(s) and location(s),
  - Fielding will occur once a year in the spring. The data collection will last for approximately 5 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 repayment. Half of the sample will be borrowers in IDR and the other half will be borrowers not in IDR. This list will be sent an email. A link within the email will direct them to the survey that is housed on a website. The web survey will employ skip logic based on the borrower's repayment group (IDR or non-IDR).
6. number of focus groups, surveys, usability testing sessions
  - The current version of this study involves one survey with one data collection period.
7. description of respondents/participants,
  - The respondents/participants are borrowers that are in repayment status.

The survey instrument is attached.

## 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):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Borrowers in repayment	1,500 (max)	10 minutes	255 hours
<b>Totals</b>	1,500 (max)	10 minutes	255 hours

**BURDEN COST COMPUTATION**

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
N/A				
<b>Totals</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.**

Potential respondent names, email addresses, and segmentation variables are pulled (from the National Student Loan Data System) by identifying borrowers who are in repayment status. 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.

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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