

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: Ombudsman 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 Ombudsman survey is a web survey to get feedback on the service provided to customers of the Ombudsman Group.

1. intended purpose,
  - The purpose of the survey is to measure the satisfaction of customers that received service from the Ombudsman Group.
2. need for the collection,
  - By changing the Ombudsman survey method from a telephone survey to a web survey, FSA is able to get feedback from more customers than the telephone survey. Also, this survey will be conducted by a third party that has no stake in the results of the survey.
3. planned use of the data,
  - Specific feedback and satisfaction levels with Ombudsman's customers will help inform decision-making when making any changes to the way FSA communicates or provides service to Ombudsman customers.
4. date(s) and location(s),
  - Fielding will be continuous, however results are reported on a fiscal year-basis. This is web-based survey.
5. collection procedures,
  - Potential respondents are customers that provide their email address to the Ombudsman Group. 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. A customer can be surveyed twice, but not for the same issue.
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 customers of the Ombudsman Group. Typically, they are loan applicants and borrowers.

## **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>
Ombudsman Survey	~900	10 minutes	150 hours
<b>Totals</b>	<b>~900</b>	<b>10 minutes</b>	<b>150 hours</b>

## **BURDEN COST COMPUTATION**

N/A

## **STATISTICAL INFORMATION**

Potential respondent names, email addresses are provided from the Ombudsman office and additional information (i.e. loan information etc.) are pulled from NSLDS. The contractor shall conduct 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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