

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan - *FSA Multiple Servicer Survey*

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose,
The survey asks borrowers about satisfaction with their student loan servicer.
2. need for the collection,
The information allows FSA to gauge borrower identified quality of the contracted loan servicer.
3. planned use of the data,
Scores from the surveys are used to allocate borrowers to servicers for collections.
4. date(s) and location(s),
Quarterly.
5. collection procedures,
The survey will now be offered electronically, and may be returned electronically. The change from telephone to electronic survey will allow for an increased sample size. The program benefited by more stable/confident estimates at evaluation. The conversion to an electronic survey platform allowed for a survey contract cost savings of almost \$200,000.
6. number of focus groups, surveys, usability testing sessions
Move to the electronic rather than telephone survey allows for an increase survey size of 1,300 from 250 quarterly.
7. description of respondents/participants.
Borrowers of federal loans

A copy of the proposed collection instrument, survey questions is attached.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

There is no proposed stipend or incentive.

The change in the survey from a telephone survey to an electronic one has allowed for an increase in quarterly respondents from 250 to an estimated 1,300 respondents for each of the servicers. This is an increase in respondents of 27,600 and an increase in hours of 4,600.

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
Borrower/individuals	37,600	.166666 hours	6,267
Totals	37,600		6,267

BURDEN COST COMPUTATION (*this is only required when a stipend is being offered*)

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
N/A				
Totals				

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.

N/A

REQUESTED APPROVAL DATE: October 15, 2015

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