DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:
Ease of doing business with FSA – School Partners Survey

[X] <u>SURVEY</u> **[ ] <u>FOCUS GROUP</u>** **[ ] <u>SOFTWARE USABILITY TESTING</u>**

<u>DESCRIPTION OF THIS SPECIFIC COLLECTION</u>

1. Intended purpose: The purpose of this survey is to provide information to assess FSA's "ease of doing business" with its school partners. "Ease of doing business" is a key performance measure of FSA strategic goal, "To ensure that all participants in the system of postsecondary education funding serve the interest of students from policy to delivery."
2. Need for the collection: The purpose of the measurement is to ensure that FSA is providing the best services possible to its school partners, so that in turn, our school partners can provide the best possible services to students.
3. Planned use of data: The survey will not only measure "ease of doing business" at an aggregate level, but will also measure ease of use and/or satisfaction of key delivery products and services, like systems that support aid delivery, training, and technical assistance.
4. Date(s) and location(s): In order to receive timely updates, the survey is designed to be offered in an electronic format every quarter.
5. Collection procedures: The instrument is designed in a scorecard fashion and only includes twelve high level questions that will be responded to using a Likert scale. In addition, there will be the opportunity for respondents to provide a verbatim response to a question that asks them to provide the most urgent improvement required. This used in combination with scoring of the individual questions, will help FSA prioritize improvement actions.
6. Number of focus groups, surveys, usability testing sessions: Quarterly surveys are planned.
7. Description of respondents/participants: School partners.

<u>AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE</u>

N/A

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

Category of Respondent	**No. of Respondents**	**Participation Time**	**Burden**
School Financial Aid Officers	1*	5 minutes	1* hour
Totals	**1***	**5 minutes**	**1* hours**

*This is a revision to an approved survey, updating dates and adding 2 questions to refine the information being provided and allowing for better base information to drive delivery and training by FSA. The 2 new questions should not affect the average 5 minute response time.

The 1 respondent and 1 hour were added to the submission as the full respondent count and burden hour are in the master plan and as to not duplicate respondents and hours already in the collection previously approved under 1845-0045.

STATISTICAL INFORMATION

Potential respondents are AY2015 schools' contact information. 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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