

# **DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS**

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**TITLE OF INFORMATION COLLECTION:** Borrowers In School Survey

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

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

The Borrowers in School Survey is a web-based survey of loan and/or Pell recipients that are still in school that asks questions about:

- (1) Award administration
- (2) Account management
- (3) Communications from their school
- (4) Entrance counseling
- (5) Confidence their ability to manage their loans
- (6) Confidence that they will receive enough aid to finish school
- (7) Overall customer satisfaction

1. intended purpose,
  - The purpose of the survey is to measure satisfaction levels and determine any needs for improvement in FSA's ability to inform and prepare borrowers who are in school for repayment.
2. need for the collection,
  - A lot of FSA resources are being used to inform and prepare borrowers for repayment. We are using this survey to learn from directly from borrowers who are currently in school how well these resources are being utilized before they enter into that phase of the student aid lifecycle and 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 April 2016 and May 2016 and 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 Common Origination and Disbursement (COD) system. Selecting only those borrowers that are in school and received a grant disbursed for the 2015/16 academic year or had a loan disbursed between July 1, 2015 through April 14, 2016.
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 borrowers that are in school and received a grant disbursed for the 2015/16 academic year or had a loan disbursed between July 1, 2015 through April 14, 2016.

## **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>
Students	1*	5 minutes	1* hour
<b>Totals</b>	<b>1*</b>	<b>5 minutes</b>	<b>1* hour</b>

This is a revision to an approved survey, updating collection methods from telephone to web-based collection. There are 3 additional questions which will be responded to using a 1 to 10 point scale or selection from a list. These changes should not affect the average 5 minute response time. The 1\* borrower and 1\* hour were added to the submission as the respondents and hours are in the system and are used to not duplicate of those previously approved under 1845-0045.

**BURDEN COST COMPUTATION**

N/A

**STATISTICAL INFORMATION**

The survey is a random sample of customers (borrowers or Pell recipients) that had at least one disbursement for the 2015/16 academic year. This should include individuals that had a grant disbursed for the 2015/16 academic year or had a loan disbursed between July 1, 2015 through April 14, 2016. The random sampling is done at the individual level, not at the disbursement (loan or Pell award) level since a single individual can receive multiple awards.

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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