

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:** *(the name of the collection that is the subject of the 10-day review request)* **Quality Assurance (QA) Program Close Out Survey**

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

**DESCRIPTION OF THIS SPECIFIC COLLECTION**

Survey of the 126 postsecondary schools participating in the Quality Assurance (QA) Program during the 2016-17 award year. The QA Program provides participating schools exemptions from certain verification requirements that allow schools to bypass the financial aid applicants the Department selects for verification, and, instead developing their own criteria. After nearly thirty years the QA Program is ending and FSA has the need to assess how well it is assisting participating schools with their transition back to the federal verification process. This survey will be part of that assessment. An individual at each participating school will be asked to complete the seven item survey. The electronic survey will be performed once by each institution. The data will inform any additional actions from the Department.

**AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

none

**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>
Public college aid administrator	105	10 min. (0.167 hrs)	18
Private not for profit college aid administrator	21	10 min. (0.167 hrs)	4
<b>Totals</b>	<b>126</b>		<b>21</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.*

Simple descriptive statistics, no tests of inequality

**REQUESTED APPROVAL DATE:**      8/1/2016

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