

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:

Experimental Sites Initiative (ESI) Experiment #3 Survey

(the name of the collection that is the subject of the 10-day review request)

SURVEY

FOCUS GROUP

SOFTWARE USABILITY TESTING

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. *Intended purpose* – Determine the schools satisfaction with the experiment, Federal Student Aid’s (FSA) management of the experiment, and the anticipated closeout of the experiment.
2. *Need for the collection* – The experiment allowed participating schools to make a single disbursement of a one-term loan for study abroad students during the 2015-16 award year by relaxing specific regulations in order to determine if better outcomes can be achieved. The Department of Education decided to end this experiment after the 2016-17 award year and now has the need to assess how well it is assisting participating schools in transitioning back to regular rules governing the delivery of federal student aid.
3. *Planned use of the data* – The data will allow FSA to assess the scope of satisfaction of communications, support and closeout procedures provided to the schools that participated in the experiment.
4. *Dates(s) and location* – The survey will be fielded in August/September, 2016.
5. *Collection procedures* – This is an electronic survey consisting of six questions.
6. *Number of focus groups, surveys, usability testing sessions* – One survey will be sent to each participating institution, one individual at each school will be asked to complete the survey.
7. *Description of respondents* - The six postsecondary schools that participated in the experiment.

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):

Category of Respondent	No. of Respondents	Participation Time	Burden
Public college aid administrator	5	5 min. (0.083 hrs)	0.42
Private not for profit college aid administrator	1	5 min. (0.083 hrs)	0.08
Totals	6		0.50 rounded up to 1 hour

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

NAME OF CONTACT PERSON:

David Rhodes

TELEPHONE NUMBER:

202.377.3066

MAILING LOCATION:

Room 44F1

Union Center Plaza

First Street NE

Washington DC 20202

ED DEPARTMENT, OFFICE:

FSA, Policy Liaison and Implementation