

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION:**

**Experimental Sites Initiative (ESI) Experiment #5 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 unequal disbursements of Direct Loans during the 2015-16 award year by relaxing specific regulations in order to determine if better outcomes can be achieved. The Department 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* – 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 twelve 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):

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
Public college aid administrator	8	5 min (0.083hrs)	0.67
Private not for profit college aid administrator	4	5 min (0.083hrs)	0.33
<b>Totals</b>	<b>12</b>		<b>1 hour</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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