

**Ongoing and Past Projects under Generic Clearance for Federal Student Aid Customer  
Satisfaction Surveys and Focus Groups Master Plan 2016**

Borrower in Default Survey  
Borrower in Delinquency Survey  
Borrower In School Survey  
Borrower In-Grace Survey  
Borrower Message Testing Online Survey  
Content Delivery In-Person Focus Group  
Content Delivery Research Online Survey  
Data Collection for PEP Participant Baseline Report  
Data Collection for PEP Participation Baseline Report  
Data Collection for PEP Phase II Report  
Data Collection for PEP Phase III Reports (Focus Groups)  
Direct Customer Survey  
Ease of doing business with FSA - School Partners Survey  
FAFSA on the Web (FOTW) Survey  
Federal Student Aid Information Center (FSAIC) Customer Satisfaction Survey  
Financial Aid Toolkit Feedback  
Financial Aid Toolkit Website Evaluation Online Survey and Online Focus Group  
Financial Aid Toolkit Website Survey  
FSA Borrower in Income-Driven Repayment Plans Customer Satisfaction Survey  
FSA Customer Messaging Focus Group  
FSA Servicer Survey Questionnaire - Borrowers  
FSA Target Audience In-person Focus Group (HS, JHS, Parents)  
FSA Target Audience On-Line Survey (HS, JHS, Parents)  
FSA Training Conference Overall Evaluation  
Homepage Redesign Focus Group Research  
MSURSD Financial Literacy Focus Group  
MSURSD Leadership and Management and Content/Delivery Approach Survey  
MSURSD Outreach Event Survey  
MSURSD Risk Management Survey  
Multimedia Research On-line Survey  
Multimedia Testing Focus Group (videos and infographics)  
Ombudsman Survey  
Partner Reporting Feedback  
Peer Survey  
Pell Grant Experiments School Satisfaction Survey (ESI)  
PEP Baseline Report Follow-Up Interview  
Point-of-Service Customer Satisfaction Survey for School Relations' and Applicant Services' Customers  
Potential Adult Student Focus Group Research  
Regulatory Disclosure Focus Group  
Repayment Direct Customer Survey  
Salesforce Customer Survey  
School Partners Survey  
Train the Trainer Survey  
Training Information Services Division (TSID) Training Survey  
Video Research Focus Groups Research  
Video Testing On-Line  
Website Usability Study Interview