



JUL 29 2016

Mr. Justin Draeger
President and CEO
National Association of Student Financial Aid Administrators
1101 Connecticut Avenue, NW
Suite 1100
Washington, DC 20036-4303
Attn: Jill Desjean

Dear Mr. Draeger:

Thank you for your comments regarding the Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan (Docket Number ED-2016-ICCD-0063). Federal Student Aid (FSA) appreciates hearing from you on this topic. The generic clearance information collection package is a more targeted effort to approve for use specific customer satisfaction surveys and focus groups and is not a static listing. Any Program Office in FSA may submit a survey or focus group proposal for approval through the generic clearance information collection package.

Regarding your recommendation number 1 – Formally Establish School Operational Feedback Groups, this recommendation is outside the focus of this information collection which is requesting clearance of specific customer satisfaction surveys and focus groups on specific areas of interaction. That being said, your recommendation has been forwarded to the appropriate FSA managers.

Regarding your recommendation number 2 – Establish more robust performance metrics with basic, measurable customer service goals, this recommendation is suggesting a broad metric for a Strategic Plan goal which again is outside the focus of this information collection of targeted interaction with specific customers and users of FSA services.

Regarding your recommendation number 3 – Align customer satisfaction surveys of borrowers and FSA employees with FSA strategic goals and Principles of Student Loan Servicing, this recommendation is suggesting that the survey design for Direct Loan servicer's performance should be revised. That recommendation will be forwarded to the Program Office for review and appropriate action. It should be noted that FSA employee surveys are not subject inclusion in an information collection request.

Again, your time and consideration in reviewing this information collection request is greatly appreciated. All of your recommendations will be shared within FSA for consideration.

Sincerely,

A handwritten signature in blue ink that reads "Beth Grebeldinger".

Beth Grebeldinger
Policy Liaison and Implementation

Federal Student Aid
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