

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: MSURSD Contact Information Request Survey

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. Intended purpose

The purpose of this survey is to provide information to assess the effectiveness and quality of FSA’s Minority Serving and Under Resourced Schools Division’s (MSURSD) outreach efforts with its school partners.

2. Need for the collection

To gain updated contact information which will help us maintain/ improve our outreach efforts.

3. Planned use of the data

The data collected from the survey will be used to update the contact data currently housed in our Salesforce customer relationship management system. We use this system to email and document our communications with our schools on a continuous basis.

4. Date(s) and location(s)

Fielding will occur in January 2017. This is web-based survey.

5. Collection procedures

The survey will be emailed to the Financial Aid Director of all Minority Serving Institutions that we service. The participants will be sent an email requesting feedback. A link within the email will direct them to the survey that is housed on a website.

6. Number of focus groups, surveys, usability testing sessions

The current version of this study involves one (1) survey.

7. Description of respondents/participants

The respondents/participants are financial aid directors.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

BURDEN HOUR COMPUTATION

Category of Respondent	No. of Respondents	Participation Time	Burden
School Financial Aid Directors	700	10 minutes	117 hours
Totals	700	10 minutes	117 hours

STATISTICAL INFORMATION

No statistical methods are being used.

REQUESTED APPROVAL DATE: January 24, 2017

NAME OF CONTACT PERSON: Monica Hill

TELEPHONE NUMBER: 202-377-4080

MAILING LOCATION: UCP- Rm. 114H1, 830 First Street NE, Washington, DC 20202

ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Customer Experience, Customer Analytics.