

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: FSA Partner Email Survey
(the collection that is the subject of the 10-day review request)

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose,
 - The purpose of the survey is to determine the value and desired content of the FSA Partner Emails.
2. need for the collection,
 - We are able to contact our partners directly through the FSA Partner Emails and provide resources, policy updates, and more. We want to ensure that the messaging is effective and useful for our partners.
3. planned use of the data,
 - We will use the results of the survey to determine the frequency and content of the emails to best serve the needs of our partners.
4. date(s) and location(s),
 - This is a web-based survey that will be sent only once as soon as OMB approval is granted (potentially April 2018).
5. collection procedures,
 - Potential respondents are partners who signed up through our Salesforce database to receive FSA partner emails. A link within the email will direct them to the survey that is housed on the website Survey Monkey.
6. number of focus groups, surveys, usability testing sessions
 - There is only one survey to be sent once.
7. description of respondents/participants,
 - The respondents are college access professionals including but not limited to school counselors and administrators, community based organization representatives, school district or other government employees, and financial aid administrators.

Attach a copy of the proposed collection instrument, e.g., survey questions, focus group script, usability testing plan. If a focus group also includes a survey, include both.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

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
Partners in Salesforce database	5,000	1 minute	83 hours
Totals	5,000	1 minute	83 hours

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.

No statistical methods will be used but we will export the data from Survey Monkey and review the question summaries to analyze the responses.

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ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Customer Experience, Awareness and Outreach Group