

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Borrowers In School Survey
(The collection that is the subject of the 10-day review request)

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

The Borrowers in School Survey is a web-based survey of loan and/or Pell recipients that are enrolled in school that asks questions about:

- (1) Information and communications
 - (2) Award administration
 - (3) Entrance counseling
 - (4) Confidence their ability to manage their loans
 - (5) Confidence that they will receive enough aid to finish school
 - (6) Overall customer satisfaction
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1. intended purpose,
 - The purpose of the survey is to measure satisfaction levels and needs for improvement in FSA's ability to inform and prepare borrowers who are enrolled in school.
 2. need for the collection,
 - A lot of FSA resources are being used to inform and prepare borrowers for repayment. However, to date there have been no surveys of borrowers right before they enter into that phase of the student aid lifecycle asking them how well we have achieved those goals.
 3. planned use of the data,
 - Specific feedback and satisfaction levels with various aspects FSA's communications will help inform decision-making when making any changes to the way we communicate with borrowers about repayment options and responsibilities.
 4. date(s) and location(s),
 - Fielding will occur in April and will last for approximately 5 weeks (until a sufficient sample size is reached). This is a web-based survey.
 5. collection procedures,
 - Potential respondents are pulled from the Common Origination and Disbursement (COD) system. Selecting only those borrowers that are in school and received a grant disbursed for the 2017/18 academic year or had a loan disbursed between July 1, 2017 through March 15, 2018.
 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 borrowers that are enrolled in school and received a grant disbursed for the 2017/18 academic year or had a loan disbursed between July 1, 2017 through March 15, 2018.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

N/A

BURDEN HOUR COMPUTATION

The 1 hour was added to the submission as the hours are in the system and not a duplicate of the hours previously approved under 1845-0045.

This updated survey rewords and reorganizes questions for clarity and ease of use for the respondents. It expands upon areas in which FSA is looking to improve the communication of information (i.e. mobile apps). Further we are removing (FACT) and replacing some questions to better target areas of interest for FSA (entrance counseling) in terms of the needs of our students/borrowers.

Category of Respondent	No. of Respondents	Participation Time	Burden
Students	1	5 minutes	1 hour
Totals	1	5 minutes	1 hour

BURDEN COST COMPUTATION

N/A

STATISTICAL INFORMATION

The survey is a random sample of customers (borrowers or Pell recipients) that had at least one disbursement for the 2017/18 academic year. This should include individuals that had a grant disbursed for the 2017/18 academic year or had a loan disbursed between July 1, 2017 through March 15, 2018. The random sampling is done at the individual level, not at the disbursement (loan or Pell award) level since a single individual can receive multiple awards.

The contractor (CFI Group) employs a proprietary American Customer Satisfaction Index (ACSI) econometric model. The ACSI is a cross-industry, cross-agency methodology for obtaining comparable measures of customer satisfaction. Along with other economic objectives, the quality of output (goods and services) is a part of measuring living standards. The ACSI’s ultimate purpose is to help improve the quality of goods and services available to the American people.

The contractor will perform data processing and preparation of an ACSI model for this study, using the proprietary ACSI econometric model. Output of the model will be a set of indices, including indices for drivers of satisfaction, the satisfaction index, and the indices for outcomes of satisfaction. Additionally, the model produces impact scores that show the strength of the effect of each index on subsequent ones.

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