

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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## TITLE OF INFORMATION COLLECTION:

Ease of doing business with FSA – School Partners Survey

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

## DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose:  
The purpose of this survey is to provide information to assess FSA’s “ease of doing business” with its school partners. “Ease of doing business” is a key performance measure of FSA strategic goal, “To ensure that all participants in the system of postsecondary education funding serve the interest of students from policy to delivery.” The purpose of the measurement is to ensure that FSA is providing the best services possible to its school partners, so that in turn, our school partners can provide the best possible services to students. The survey will not only measure “ease of doing business” at an aggregate level, but will also measure ease of use and/or satisfaction of key delivery products and services, like systems that support aid delivery, training, and technical assistance.
2. need for the collection: To ensure that FSA is providing the best services possible to its school partners, so that in turn, our school partners can provide the best possible services to students.
3. planned use of the data: To report the “Ease of Doing Business with FSA” score for the Agency’s FY2018 Annual report.
4. date(s) and location(s): 6/27/2018- 7/26/2018; online
5. collection procedures: web survey; invitations sent via email.
6. number of focus groups, surveys, usability testing sessions: 1
7. description of respondents/participants: Financial aid administrators

## 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*):

The 1 respondent and 1 hour is included in the submission as the hours are previously approved under the master file for 1845-0045 and should not be duplicated here.

This updated survey replaces, 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 ease with which

institutions feel they can receive communication and communicate with FSA. The survey will also measure ease of use and/or satisfaction of key delivery products and services, like systems that support aid delivery, training, and technical assistance

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Participation Time</b>	<b>Burden</b>
School Financial Aid Officers	1	5 minutes	1 hours
<b>Totals</b>	<b>1</b>	<b>5 minutes</b>	<b>1 hours</b>

***BURDEN COST COMPUTATION (this is only required when a stipend is being offered)***

<b>Category of Respondent</b>	<b>No. of Respondents</b>	<b>Hourly Rate</b>	<b>Response Time</b>	<b>Total</b>
<b>Totals</b>				

**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.***

Potential respondents are selected at random from a list of Award Year (AY) 2017 schools and contact names provided by FSA, which was drawn from the Common Origination and Disbursement (COD) system.

Expected overall response rate of 24%.

The analytical methodology used to evaluate the survey results is consistent with that used in the American Customer Satisfaction Index (ACSI). The ACSI ([www.theACSI.org](http://www.theACSI.org)), established in 1994, is a uniform, cross - industry measure of satisfaction with goods and services available to U.S. consumers, including both the private and public sectors.

This survey precisely quantifies current levels of performance on all the measured attributes of FSA’s relationships with its Schools Partners, and provide additional context via the verbatim reporting of respondents’ replies to the open - ended item which closed the survey. These results will aid FSA and its partners in the Financial Aid community in identifying improvement priorities with the most potential to improve outcomes for Schools Partners.

**REQUESTED APPROVAL DATE:** June 20, 2018

**NAME OF CONTACT PERSON:** Monica Hill

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