

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: FAFSA Help topic User Feedback

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

The purpose for adding a user feedback area to the FAFSA Help topics that will reside on StudentAid.gov is to receive immediate and specific feedback about the quality of Federal Student Aid’s help content and then use that feedback to identify trends to improve help content. By ensuring that Help content is updated based on user feedback, FAFSA users may provide more accurate information to help them receive aid they need.

The anonymous form will be available on every page of the FAFSA Help topics that will reside on StudentAid.gov beginning October 1, 2018. This is one form, available on every Help topic. StudentAid.gov receives over 40 million visits a year. Many users will view the survey and only some will choose to enter information. It is voluntary and a user can navigate away from the page. We expect respondents to be students/parents interested in obtaining federal student aid. This feature will continue to be available on the StudentAid.gov website.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

\$0

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
Site User	250,000	1 minute	4,167
Totals	250,000		4,167

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

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
N/A				
Totals				

STATISTICAL INFORMATION

N/A

REQUESTED APPROVAL DATE: July 20, 2018

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ED DEPARTMENT, OFFICE: Federal Student Aid