

# 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 Partner Survey

*(the name of 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: For one of Federal Student Aid’s key customer segments (post-secondary educational institutions Financial Aid administrators) to assess the computer systems, products, and services that FSA provides.
2. need for the collection: To assess how a key FSA customer segment, post-secondary educational institutions’ financial aid administrators assess FSA’s computer systems, to provide targeted feedback to FSA colleagues, to historically compare if FSA is improving/regressing, and report the Ease of Doing Business with FSA on the Fiscal Year 2019 Federal Student Aid Annual Report.
3. planned use of the data: Include the Ease of Doing Business as a Federal Student Aid performance metric included in the Fiscal Year 2019 Federal Student Aid Annual Report (to the United States Congress and the public). In addition, provide feedback for the various FSA systems to FSA colleagues for possible improvement of services or products.
4. date(s) and location(s): As soon as possible, but preferably by April 23, 2019
5. collection procedures: On-line survey
6. number of focus groups, surveys, usability testing sessions: One survey open for approximately four weeks.
7. description of respondents/participants: Financial Aid administrators at post-secondary educational institutions

*State whether the data collection will be completed one time, will be collected on an annual basis, or other.*

*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**

Not applicable

**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.

The updated survey updates the services that are being surveyed by adding one web site and removing a help center that is no longer available. The survey also refocuses the verification question section, targeting the number of verifications individual schools perform. The survey removes the previous section which focused on the effort to complete the verification process with students and their families.

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

<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 hour
<b>Totals</b>	<b>1</b>	<b>5 minutes</b>	<b>1 hour</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>
Not applicable				
<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 AY2019 schools’ contact information. The contractor shall complete all surveys consistent with the objectives and constraints outlined in the contract, including the requirement to resolve any readiness and/or data problems, including non-response, as appropriate.

**REQUESTED APPROVAL DATE:** As soon as possible, April 23, 2019

**NAME OF CONTACT PERSON:** John McDade

**TELEPHONE NUMBER:** 202-377-3469

**MAILING LOCATION:** UCP- Rm. 114B4 , 830 First Street NE, Washington, DC 20202

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