

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Borrowers in Delinquency 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,
 - The purpose of the Borrowers in Delinquency survey is to measure satisfaction levels and needs for improvement in FSA's ability to inform and prepare borrowers on repaying their loan(s) and the various options available to them.
2. need for the collection,
 - There is a critical need to surveys borrowers who are delinquent on their loans, because they are at a critical decision point – default or rehabilitate. We want to know as much as possible about these borrowers to help us help them get on the right track.
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 June and will last for approximately 3-5 weeks (until a sufficient sample size is reached). This is web-based survey.
5. collection procedures,
 - Potential respondents are pulled from the Data Warehouse (EDWAA) using National Student Loan Data System (NSLDS), selecting borrowers that are more than 90 days delinquent on paying their student loan(s) (excluding Perkins Loans). This list will be sent an email requesting feedback. A link within the email will direct them to the survey that is housed on a website.
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 more than 90 days delinquent on their student loan(s) (not including Perkins loans).

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*):

Category of Respondent	No. of Respondents	Participation Time	Burden
Delinquent Borrowers	~2000	12 minutes	400 hours
Totals	~2000	12 minutes	400 hours

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

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Not applicable				
Totals				

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 respondent names, email addresses, and segmentation variables are pulled (from Data Warehouse) by identifying borrowers who are more than 90 days delinquent in repaying at least one of their student loans (not including Perkins loans). 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.

The contractor 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.

REQUESTED APPROVAL DATE: June 7, 2019

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