

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1880-0542)

TITLE OF INFORMATION COLLECTION: Digital & Customer Care Platform & Services Design Research Screener Question Pool – Additional question

PURPOSE: The attached are additional questions to be included in the currently approved Digital & Customer Care Platform & Services Design Research Screener Question Pool. The goal of this pool of screening questions is to provide options for Federal Student Aid (FSA) designers to select appropriate candidates for 1-on-1 user research interviews and moderated usability testing.

The Next Gen initiative at FSA involves the redesign of every digital customer touchpoint. In order to ensure that redesign remains human-centered, FSA is seeking frequent feedback from small groups of users (3-6) on prototypes throughout development. No user of this screener is expected to complete all questions. Instead, a subset of approximately 25 questions will be selected from the pool in order to minimize the burden on respondents. The particular makeup of the screener will depend on the stage of development.

Currently, for example, Next Gen is currently focusing on borrowers in default, deferment, and forbearance. Use of a small number of screener questions from the pool below will allow us to target this subgroup of borrowers for follow-up. No contact information or answers will be kept longer than is necessary to match users with appropriate interview or testing sessions, and contact information is only used for scheduling purposes.

DESCRIPTION OF RESPONDENTS: Parents, students, and borrowers who are considering or have already accepted federal student aid, including loans, grants, and work-study. This includes respondents across the lifecycle of student aid, from consideration of aid, to application for aid through the FAFSA form, to acceptance of aid, and finally to the repayment of loans.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Tait Chamberlain (312-395-0473)_____

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

*The 1 hour was added to the submission as the hours are in the system and are not a duplicate of the hours previously approved under 1880-0542.

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals	1		*1 hour
Totals	1		*1 hour

FEDERAL COST: The estimated annual cost to the Federal government is _\$0.00_____

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.