DOCUMENTATION FOR THE GENERIC CLEARANCE
OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Feedback System (formerly Ombudsman) Customer Satisfaction Survey

[x] <u>SURVEY</u> **[ ] <u>FOCUS GROUP</u>** **[ ] <u>SOFTWARE USABILITY TESTING</u>**

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including

1. intended purpose,
   - The purpose of the survey is to measure satisfaction levels, obtain feedback, and identify opportunities for improvement/assistance with customers who provided feedback to the Federal Student Aid Feedback system.
2. need for the collection,
   - To assess customer satisfaction who provide feedback to the Federal Student Aid Feedback system, to identify trends, to assess contractor performance, and provide clarifying information to the Fiscal Year Federal Student Aid Annual Reports.
3. planned use of the data,
   - Specific feedback and satisfaction levels will help inform decision-making so that we can improve customer satisfaction, service, and information. The survey results will help train different Feedback system business units, contractors, and individual employees with specific feedback, and identify if there are major customer pain points. Some of this survey data can also be provided to the public via Federal Student Aid's (FSA) end of the federal fiscal year report to.
4. date(s) and location(s),
   - Fielding will be continuous. This is a voluntary web-based survey.
5. collection procedures,
   - Potential respondents are customers that provide their email address in the Feedback system. 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 customers who contacted Federal Student Aid's Feedback system. The respondents can be FAFSA applicants, students in post-secondary education, borrowers, and sometimes, their authorized relatives or designees.

The survey instrument is attached.

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):*

Category of Respondent	No. of Respondents	Participation Time	Burden
Feedback system respondent	*1	10 minutes	*1
Totals	*1	10 minutes	*1

* The 1 hour and 1 respondent was added to the submission as the hours and respondent numbers so as not to duplicate of the hours previously approved under 1845-0045.

BURDEN COST COMPUTATION

N/A

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 and email addresses are pulled (from the Feedback system). 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: August 1, 2020

NAME OF CONTACT PERSON: John McDade

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ED DEPARTMENT, OFFICE, DIVISION, BRANCH: Federal Student Aid, Office of Student Experience and Aid Delivery, Vendor Oversight and Program Accountability Directorate, Customer Analytics Group