The Federal Student Aid’s Five-Year Strategic Plan for Fiscal Years 2020–24 lays out ambitious goals and objectives to achieve our mission—Keeping the Promise: Funding America’s Future, One Student at a Time. Using our insights and your input on the Strategic Plan, we can achieve our vision to be the most trusted and reliable source of student financial aid, information, and services in the nation.

**Please email completed feedback form or questions to** FSAStrategicPlan@ed.gov **by 3/9/2020. Thank you.**

**1. Organization or Individual:**

*[embed drop down menu or check box]*

Schools

Students

Trade Associations

Media

U.S. Department of Education Employees

Others

**2. Please provide your name and the name of the organization that you are representing or your name if submitting comment as an individual (Optional):**

|  |
| --- |
|  |

**Part 1: Emerging Trends**

**3. Please specify the section of the FSA Strategic Plan to provide comment on (Check all that apply):**

 Emerging Trends 1: Student loans are representing a larger burden than ever on borrowers.

 Emerging Trends 2: Students are managing high-impact financial decisions without the benefit of adequate financial knowledge.

 Emerging Trends 3: Digital fluency and mobile ubiquity are driving new service expectations among customers.

 Emerging Trends 4: Increased volume of student data has created new opportunities, obligations, and risks.

**4. Page number(s) on the FSA Strategic Plan:**

|  |
| --- |
|  |

**5. Comments (Please be specific):**

|  |
| --- |
|  |

**Part 2: Strategic Goals and Objectives**

**6. Please specify the section of the FSA Strategic Plan to provide comment on (Check all that apply):**

 Strategic Goal 1: Empower a High-Performing Organization

 Strategic Goal 2: Provide World-Class Customer Experience to the Students, Parents and Borrowers We Serve

 Strategic Goal 3: Increase Partner Engagement and Oversight Effectiveness

 Strategic Goal 4: Strengthen Data Protection and Cybersecurity Posture

 Strategic Goal 5: Enhance the Management and Transparency of the Portfolio

**7. Page number(s) on the FSA Strategic Plan:**

|  |
| --- |
|  |

**8. Comments (Please be specific):**

|  |
| --- |
|  |

**Part 3: Performance Measures for Strategic Goals**

**9. Please specify the section of the FSA Strategic Plan to provide comment on (Check all that apply):**

 Performance Measures for Goal 1: Empower a High-Performing Organization

 Performance Measures for Goal 2: Provide World-Class Customer Experience to the Students, Parents and Borrowers We Serve

 Performance Measures for Goal 3: Increase Partner Engagement and Oversight Effectiveness

 Performance Measures for Goal 4: Strengthen Data Protection and Cybersecurity Posture

 Performance Measures for Goal 5: Enhance the Management and Transparency of the Portfolio

**10. Page number(s) on the FSA Strategic Plan:**

|  |
| --- |
|  |

**11. Comments (Please be specific):**

|  |
| --- |
|  |

**12. Additional Comments (Please be specific):**

|  |
| --- |
|  |

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1845-0045. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. If you have comments or concerns regarding the status of your individual submission of this form, please contact FSAStrategicPlan@ed.gov directly.