

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):

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