DOCUMENTATION FOR THE GENERIC CLEARANCE
OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION:
Ease of doing business with Federal Student Aid (FSA) – School Partners 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 this survey is (on an annual basis) to provide information to assess FSA's "ease of doing business" with its school partners. The purpose of the measurement is to ensure that FSA is providing the best services possible to its school partners, so that in turn, our school partners can provide the best possible services to students.

2. need for the collection: "Ease of doing business" is a key performance measure of FSA strategic goal, "To ensure that all participants in the system of postsecondary education funding serve the interest of students from policy to delivery."

3. planned use of the data: The survey will not only measure "ease of doing business" at an aggregate level which will be reported out on FSA's fiscal-year-end, annual report to the United States Congress, but will also measure ease of use and/or satisfaction of key delivery products and services, like systems that support aid delivery, training, and technical assistance.

4. date(s) and location(s): June/July 2020

5. collection procedures: Potential respondents are pulled from the PEPS 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 post-secondary educational institution financial aid administrators.

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
School Financial Aid Officers	1*	5 minutes	1* hour
Totals	**1***	**5 minutes**	**1* hours**

* The 1 respondent and 1 hour were added to the submission as the full respondent count and burden hour are in the master plan and as to not duplicate respondents and hours already in the collection previously approved under 1845-0045.

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.

REQUESTED APPROVAL DATE: June 22, 2020

NAME OF CONTACT PERSON: John McDade

TELEPHONE NUMBER: 202-379-6075

MAILING LOCATION: Office of Federal Student Aid; The Wanamaker Building; Suite 511; 100 Penn Square East; Philadelphia, PA 19107-3326

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