

# DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

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**TITLE OF INFORMATION COLLECTION: 2021 (federal student aid recipients) In-School customer satisfaction survey (the collection that is the subject of the 10-day review request)**

**SURVEY**       **FOCUS GROUP**       **SOFTWARE USABILITY TESTING**

## **DESCRIPTION OF THIS SPECIFIC COLLECTION**

Specify all relevant information, including

1. intended purpose,  
The purpose of the federal student aid recipients In-School survey is to measure satisfaction levels, assess financial literacy, and needs for improvement in Federal Student Aid's (FSA) ability to inform and counsel borrowers on repaying their loan(s), and measure the financial aid process at the post-secondary education institution (school).
2. need for the collection,  
There is a need to survey federal student aid recipients who are enrolled in school. Specific feedback and satisfaction levels with various aspects FSA's communications will help inform decision-making when making any changes to the way we communicate with federal student aid recipients and calculate FSA's customer satisfaction for performance goals and reporting to improve our customer service, our products, and our process.
3. planned use of the data,  
Specific feedback and satisfaction levels will help inform decision-making so that we can improve customer satisfaction, service, information, 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 government fiscal year report to the United States Congress.
4. date(s) and location(s),  
Fielding will occur in April 2021 and May 2021. This is a voluntary web-based survey.
5. collection procedures,  
Potential respondents are pulled from the Common Origination and Disbursement system, selecting federal student aid recipients who have enrolled in a post-secondary educational institution and have applied for federal student aid. 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 federal student aid recipients who are enrolled in a post-secondary educational institution.

The survey instrument is attached.

## **AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE**

**Not applicable**

**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
In-school survey respondent	*1	5 minutes	*1hour
<b>Totals</b>	*1	5 minutes	*1 hour

\* 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, email addresses, and segmentation variables are pulled (from the Data Warehouse) by identifying borrowers who have applied for a federal student aid program and are enrolled in a post-secondary educational institution. 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:** March 24, 2021

**NAME OF CONTACT PERSON:** John McDade

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**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, Office of Student Experience and Aid Delivery, Vendor Oversight and Program Accountability Directorate, Customer Analytics Group