

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan - *FSA Multiple Servicer Survey*

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Specify all relevant information, including:

1. intended purpose,
The survey asks borrowers about satisfaction with their student loan servicer.
2. need for the collection,
The information allows FSA to gauge borrower identified satisfaction with the contracted loan servicer.
3. planned use of the data,
Scores from the surveys are used to determine future servicer allocations and they factor into the overall customer satisfaction score reported in FSA’s annual report. Additionally, servicers are required to respond to any category where they score below an 80 to address what they plan to do to improve their scores in that area.
4. date(s) and location(s),
Surveys are anticipated to be provided to respondents up to four times a year via email.
5. collection procedures,
The survey is offered electronically.
6. number of focus groups, surveys, usability testing sessions
*6% of the servicing portfolio will be invited to take the survey each iteration. Currently, that equates to ~2.1 million **quarterly**, but the count will vary depending on the size of the portfolio over time. We expect a response rate between 1.6%-6.9%. See below for estimated numbers.*
7. description of respondents/participants.
Borrowers of federal loans.

Copies of the proposed collection instruments are attached. There are two possible versions of the survey borrowers can receive.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

There is no proposed stipend or incentive.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

6% of each servicer’s loan portfolio will be selected at random, broken out by loan status. Current response rate varies from 1.6% for delinquent borrowers to 6.9% for borrowers in repayment.

Category of Respondent	No. of Respondents	Participation Time	Burden
Borrower/individuals	504,000	.167hours	84,168
Totals	504,000		84,168

BURDEN COST COMPUTATION *(this is only required when a stipend is being offered)*

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
N/A				
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: April 16, 2021

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ED DEPARTMENT, OFFICE: Federal Student Aid