The Department of Education's Office of Federal Student Aid (FSA) seeks an extension of its OMB Fast Track Process (5-day) generic clearance to collect qualitative feedback for the Next Generation Financial Services Environment (Next Gen). The Next Gen initiative is a comprehensive, FSA-branded customer engagement layer that will create an environment where the Department's customers will receive clear, consistent information and readily accessible self-service options at every stage of the student aid lifecycle.

This collection of information is necessary to enable FSA to garner customer and stakeholder qualitative feedback in an efficient, timely manner, in accordance with our commitment to improving service and information delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions but are not statistical surveys that yield quantitative results that can be generalized to the population of study. The insights collected from our customers and stakeholders will help ensure that users have a consistent, efficient, and satisfying experience with FSA's programs. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with customer care and communications, or focus attention on areas where technology, design, or changes in training might improve self-service delivery and distribution of information. These collections will allow for ongoing, collaborative and actionable communications between FSA and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program delivery.

The types of collections that this generic clearance covers include, but are not limited to:
- Small discussion groups
- Stakeholder and user interviews
- Contextual inquiry
- Usability testing and other human-centered design methods, including card sorting, dot voting, preference testing, and sentiment analysis
- A/B and multivariate testing
- Qualitative customer satisfaction surveys and feedback (e.g., post-transaction surveys; opt-out web surveys; up/down voting of content and communications; general feedback & comments solicitation)

Respondents   262,400

Responses   262,400

Hours   74,975