

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: Annual School Customer Satisfaction Web Survey

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

DESCRIPTION OF THIS SPECIFIC COLLECTION

Borrower Services, in Federal Student Aid (FSA), requests clearance for the Annual School Customer Satisfaction Web Survey. As part of the Common Services for Borrowers (CSB) performance-based contract, the contractor, Affiliated Computer Services, Inc. (ACS), developed incentives tied to a web-based Annual Direct Loan School Survey. The survey is a quantitative study that evaluates service to schools that interact with the Direct Loan Servicing Center via the phone, web or Internet. The results of the survey are used to measure the effectiveness of the various customer service options, and to make enhancements and improvements when appropriate. The first school surveys were conducted in 2006 and 2007 and included baseline and elective questions. The 2008 survey contains only baseline questions. The Independent Quality Control Unit (IQCUC) in ACS will distribute the survey and collect and report the results to FSA using pre-established and documented criteria. The IQCUC will also provide the documented procedures followed and the detailed survey responses. Two hundred Direct Loan School representatives will participate in a confidential web-based survey. The survey will be delivered to the Direct Loan School representatives via an email inviting their participation.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

None

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
Direct Loan Schools	200	5-7 minutes	20 hrs.
Totals			20 hrs.

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Totals				0

STATISTICAL INFORMATION

The survey is designed to receive feedback from Direct Loan School partners based on their experiences related to the Direct Loan School Servicing Center. The results of this survey will be used to measure the effectiveness of customer service by phone (CSR), Internet (email) and online tools (website), and make enhancements when appropriate. Further, as part of the CSB performance-based contract, favorable survey results can create a monetary contract incentive. Likewise, a negative overall survey score will result in a contract disincentive.

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