

# FSA's Enterprise Feedback System

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# Background

- Fulfills the Administration Mandate in the Student Aid Bill of Rights to “*create a responsive student feedback system*” (February 2015)
- The FSA Feedback System will
  - improve the customer experience for filing feedback.
  - simplify processes to respond to complaints.
  - improve analytical and reporting capabilities.

## Who Can Submit?

- Federal Student Aid Customers
  - *“An applicant, student, student aid recipient, parent/guardian, third-party representative, or endorser of a student’s federal financial aid.”*
  - Third-party representatives include financial aid administrators, who may submit cases on behalf of students for simpler management.
  - The system is not intended to receive feedback from institutions about institutional issues or Departmental policies.
    - Please continue to follow existing procedures to provide this type of feedback

## What Can Be Submitted?

- Complaints
  - *A customer's dissatisfaction with the federal financial aid experience associated with a Title IV policy, process, service (e.g., system, event, quality of education), or entity where an explanation or resolution is expected.*
- Allegations of Suspicious Activity
- Positive Feedback

## Relationship to Other Contact Centers

- Are you trying to answer a question?
  - Federal Student Aid Information Center (FSAIC: 1-800-4-FED-AID).
  - “I don’t understand how to create an FSAID.”
  - “I don’t know whether I am a dependent or an independent student.”
- Are you trying to complain about your Title IV experience?
  - FSA Feedback System.
  - “Your website is terrible.”
  - “Your collection agency is harassing me.”
- Are you resolving a dispute?
  - FSA Ombudsman.
  - “I don’t agree with your TPD assessment.”
  - “My servicer tells me I still owe money, but that’s not true.”

# Submitting a Case

The screenshot shows the top navigation bar with 'ABOUT US', 'ENGLISH', and 'ESPAÑOL'. Below is the Federal Student Aid logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Three main navigation buttons are visible: 'Provide Feedback', 'Manage Cases', and 'FAQs'. A central banner asks, 'Want to provide formal feedback to the office of Federal Student Aid? File a complaint, report a suspicious activity or provide positive feedback with the Enterprise Complaint System.' Below this are three columns: 'File a Complaint' (with a 'File Complaint' button), 'Report Suspicious Activity' (with a 'Report Suspicious Activity' button), and 'Common Questions' (with several links). The footer contains FOIA, Privacy, Notices, usa.gov, ed.gov, whitehouse.gov, and social media icons for Facebook, Twitter, and YouTube.

ABOUT US    ENGLISH | ESPAÑOL

**Federal Student Aid**  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of  
the AMERICAN MIND®

Provide Feedback    Manage Cases    FAQs

Want to provide formal feedback to the office of Federal Student Aid?  
*File a complaint, report a suspicious activity or provide positive feedback with the Enterprise Complaint System.*

**File a Complaint**  
Dissatisfied with your experience in the federal student aid process? File a formal complaint on behalf of yourself or someone else.

**We do not handle**

- cases involving privately issued loans (visit the [Consumer Financial Protection Bureau](#) to file a complaint about private loans) or
- general inquiries (visit [StudentAid.gov](#) for frequently asked questions and other general information) or
- complaints about your education that are unrelated to the federal student aid process.

**File Complaint**

**Report Suspicious Activity**  
Do you have information about a school or person that you think has violated federal laws regarding federal student aid? Please let us know. We will protect your identity in accordance with the [Department of Labor's Whistleblower Protection Program](#), investigate your claim, and take action accordingly.

**Report Suspicious Activity**

**Submit Positive Feedback**  
Has the U.S. Department of Education, your school, or your federal loan servicer positively impacted your financial aid experience? Please let us know.

**Submit Positive Feedback**

**Common Questions**

- › [What is Expected Family Contribution \(EFC\)?](#)
- › [What if I can't find the website/contact center I am complaining about?](#)
- › [What are Loan Interest Rates?](#)
- › [What does Complainant mean?](#)
- › [What kind of Complaints does the Department of Education handle?](#)

FOIA | Privacy | Notices | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

[feedback.studentaid.ed.gov](http://feedback.studentaid.ed.gov)

## Submitting a Case

- The feedback system allows customers to submit cases for review and resolution
- Customer portal allows three types of user identification
  - Authenticated using an FSA ID (allows for chat support and online case management).
  - Unauthenticated-Identified (does not require an FSA ID, but allows for follow-up via phone).
  - Anonymous (does not require contact info, but no resolution is provided).
- Cases may be submitted via phone for all users

## Submitting a Case

- Information Collected
  - Contact Details
    - Name and contact data
    - Third-party information (if applicable)
    - Military service information
  - Complaint Details
    - Complaint description (free-form text)
    - Desired resolution (free-form text)
    - Complaint categorization
      - Issue Type (e.g., “Laws or Rules Concerning Federal Student Aid”)
      - Aid Lifecycle Phase (e.g., “Applying or Reapplying for Aid (FAFSA)”)
      - Complaint Category/Subcategory (e.g., “Application or Eligibility / Dependency Status”)



## Managing a Case

- FSA ID-authenticated customers can use the online system to
  - view their cases via a sortable list.
  - track their case status.
  - update their cases.
    - Provide status updates via free-form text
    - Upload documents
  - rate their level of satisfaction with a completed case.
- Non-FSA ID customers can track case status and update cases via phone

## Case Resolution

- Specific procedures used to resolve complaints have not been significantly changed as a result of the implementation of the feedback system
- Institutions may be asked to provide information about cases related to them
- The feedback system receives institutional data from the Postsecondary Education Participants System (PEPS)

## Using Complaint Data

- FSA will use data collected within the feedback system to identify and improve operational issues and to inform policy development
- FSA will publish periodic reports about information received through the feedback system
  - The format of these reports has not been determined.

# Questions

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