



FSA Ombudsman News

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"It's not about who's right...it's about doing the right thing!"

Did you know?

According to student satisfaction surveys, college students encounter most of their difficulties in non-academic areas such as financial aid. These students feel they are receiving bad customer service when:

- They don't get what they thought they were promised
- Someone was rude
- No one went out of their way to help them
- No one listened to them
- An employee projected a "can't do" attitude

"Reaching the prospective-student consumer," Scott Lamas, NASFAA's Student Aid Transcript Vol. 15, No. 1, 2004

Ombudsman Kudos to:

John McCroskey, of the Tennessee Student Assistance Corporation, for resolving a borrower's problem from start to finish within two hours of a conference call with the FSA Ombudsman and the borrower.

Terry Everson and Laura Gallagher, of Great Lakes Educational Loan Services, Inc., for their article, *Customer Service, What's the Big Deal?* Published in NASFAA's Student Aid Transcript, Vol.15, No. 1, 2004.

FSA Ombudsman Weekly Customer Satisfaction Survey Results for Fiscal Year 2004

	Research Cases	General Assistance Cases
Ombudsman Office Overall Service Rating	1.71	1.77
Ombudsman Service Accessibility to Client	1.82	1.64
Knowledge of Representatives	1.40	1.52
Timeliness of Issues Resolution for Client	1.69	1.70
Level of Client Satisfaction with Resolution	1.57	1.75

Accessibility = 1 immediately accessible, 3 you had a moderate wait, and 5 that you just gave up because the wait was so long

Knowledge = 1 very knowledgeable, 3 somewhat knowledgeable, and 5 not knowledgeable

Timeliness = 1 quickly and 5 not quickly at all

Resolution = 1 agree, 2 not sure and 3 disagree

Overall rating = 1 very high, 3 medium and 5 very dissatisfied

The FSA Ombudsman Office strives to achieve an Overall Service Rating of 1.9 or less.

New IFAP Postings about consolidation:

<http://ifap.ed.gov/dpcletters/FP0407.html>
<http://ifap.ed.gov/dpcletters/FP0406.html>

SCAM ALERT!!

The FSA Ombudsman had two inquiries about this e-mail scam:

A large percentage of the country's most current e-mail scams have been sent disguised as banks. These e-mails threaten to freeze the assets and terminate the accounts of users, if they fail to provide personal information such as account numbers and PIN codes. This information is then used to steal money from the victim's account. Western Kentucky University students have also been warned about an e-mail that is circulating, that offers the option of applying for student loans or grants via e-mail.

Bowling Green (KY) Daily News August 24, 2004

Question of the Month

How does your organization ensure consistent experiences from all of your offices and departments?

Send your responses and suggestions for future "questions of the month" to: John.Laughner@ed.gov

New Contact Information

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COMING EVENTS Sept. 22-23: NCHHELP Legislative Workshop, Washington, D.C. Oct. 12-15: The Ombudsman Association (TOA) training courses, Washington, D.C. Nov. 14-17: NCHHELP Fall Training Conference, Baltimore, Maryland