

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Federal Student Aid

As a High Impact Service Provider (HISP), FSA focuses on service assessment, collecting customer feedback, and making measured improvements for three designated services:

- 1) Applying for Federal student aid:** Each year, FSA processes more than 17 million Free Application for Federal Student Aid (FAFSA®) forms.
- 2) Applying for Public Service Loan Forgiveness (PSLF):** The PSLF Program encourages and rewards public service by providing debt relief to borrowers in full-time public service.
- 3) Applying for Saving on a Valuable Education (SAVE):** The SAVE Plan is the newest income-driven repayment (IDR) plan. Like other IDR plans, the SAVE Plan calculates your monthly payment amount based on your income and family size. In addition, the SAVE Plan has unique benefits that will lower payments for many borrowers.

What we delivered in 2023:

- **FAFSA Better Future Roadmap**

FSA released the Better FAFSA, Better Future Roadmap in March 2023 committing to a variety of resources to support implementation. As of August 2023, the Roadmap has received more than 53,000 site visits and more than 56,000 live attendees participated in ten *Better FAFSA, Better Future* webinars.

- **Updated the PSLF Help Tool**

FSA's updated PSLF Help Tool enables borrowers to now sign and submit their PSLF forms digitally, including identifying employers that need to sign the form, request an e-signature from employers, and track the status of their PSLF application.

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What we commit to deliver in 2024:

- **Launching auto-recertification for Income Driven Repayment (IDR)**
In partnership with Treasury, FSA will obtain income information for borrowers so that borrowers no longer need to report income annually as part of their recertification for IDR. FSA estimates at least 3.2 million borrowers will consent to auto-recertification and no longer need to report income annually.
- **Launching the Unified Servicing and Data Solution (USDS) to make it easier for borrowers to manage their accounts**
In Spring 2024, FSA will launch new contracts with loan servicers that will provide Federal student loan borrowers with more consistent and modern web experience, hold servicers to a high level of performance, and enable the U.S. Department of Education to focus on impactful objectives like reducing delinquency and default. USDS will also make it possible for FSA to achieve the goal of allowing borrowers to access both their StudentAid.gov account and servicer website through one authentication mechanism, the FSA ID.