U.S. Department of Education
Common Origination and Disbursement
Questionnaire 2006

(Items in BOLD are interviewer instructions, and are not intended to be read to the Client)
(Items marked *i.e. or e.g.* should only be read if respondent needs clarification)

Introduction (Do not read)

Note: There are three separate lists used for this study: Direct Loan, Pell and those that are both Direct Loan and Pell. As a general rule, each will have the appropriate contact and an FAA contact in addition. When calling:
- **if it is a Direct Loan school, first use the Direct Loan contact, then the Pell (if provided), then the FAA contact**
- **if it is a Pell school, first use the Pell contact, then the Direct Loan (if provided), then the FAA contact**
- **if it is considered both, first use the Direct Loan, then Pell, then FAA**

INTRO1.   Hello, this is _____ calling from [data vendor] on behalf of the United States Department of Education. May I please speak to **(name from list)**? **(If necessary: We're calling as part of an initiative the Department has undertaken to improve its customers' satisfaction.)**

       1   **(If speaking to right person, continue at INTRO2)**
       2   **(If asked to hold and wait for correct person, proceed at INTRO2 when respondent comes to phone)**
       3   **(If named person is not available, schedule callback)**
       4   **(If named person is no longer at this number, use next contact provided)**
       5   **(In no such person, use INTRO2)**
       9   Refused/Hung Up

           Are you the person in your organization responsible for interactions with the U.S. Department of Education related to student financial assistance, such as matters related to the Common Origination and Disbursement process and/or coordinating financial transactions?
       1   Yes **(Go to INTRO4)**
       2   No >> May I speak to this person? **(If yes, thank, and go to INTRO1. If no, ask for contact information. If still no, dial next contact (Direct Loan, Pell or FAA) and use INTRO1)**
       3   **(Refused)** >> Thank you and have a good day! **(Dial next contact and use INTRO1)**

INTRO2.   **(When respondent comes to phone)**
       I'm calling on behalf of the United States Department of Education. This call is part of an initiative the Department has undertaken to improve its customers' satisfaction. We'd like to discuss your interaction with areas related to the Common Origination and Disbursement process (COD). The discussion will take about 10 minutes. This interview is authorized by the U.S. Office of Management and Budget Control No. 1845-0045. Your comments will remain strictly confidential, and you will never be identified by name unless you choose to do so. Is now a good time for us to speak?

       1   Yes   **(Continue with Next Question)**
       2   No   **(Can we schedule a time that is more convenient for you?)**

INTRO4.   Are you the Pell or Direct Loan contact for your school?

1   1   Pell
2   Direct Loan

3   Both

Screening Questions (Do not read)

Before we begin, I'd like to ask you a few questions about yourself.

DEMO1.   In the past 12 months, have you accessed the COD web site?

DEMO2.   In the past 12 months, have you called COD School Relations **(800-848-0978 or 800-4PGRANT)** for program or technical assistance?

DEMO3.   What type of software do you use for processing Pell and/or Direct Loans? **[read list and record all that apply]**

    1   ED Express **[read as "E-D Express"]**
    2   Your school's mainframe system or another "homegrown" application
    1   Another vendor's software (i.e., purchased by your school)

DEMO4.   How long have you been working in financial aid administration? **[read choices]**
    1   Less than a year
    2   1 - 3 years
    3   Longer than 3 years

DEMO5.   How long have you been using COD? **[read choices]**
    1   Less than 6 months
    2   6 months to less than a year
    3   1 to 2 years
    4   Over 2 years

Web Interface (Do not read)

(Ask the following questions if DEMO1=Yes)

WEBINTRA How frequently do you use the COD website? **[DO NOT READ CATEGORIES; listen for response and code; clarify if necessary]**

    1   At least once per day
    2   more than once a week but less than once a day
    3   more than once per month but less than once per week
    4   once per month
    5   less than once per month

WEBINTRB Which areas of the COD website do you visit? [read list, check all that apply]:

    1   Student-specific access
    2   Batch processing
    3   Reconciliation/Cash management
    4   Others **[specify]**

Think about your experience using the COD web site. Using a 1 to 10 scale, where "1" means "poor" and "10" means "excellent", how would you rate the…

WEBINT1. Ease of logging into the site

WEBINT2. Ease of navigating the web site

WEBINT3. Availability of the web site **(for clarification, if needed: site not being down)**

Web Content (Do not read)

(Ask the following questions if DEMO1=Yes)

Think about the content and information provided by the COD web site. Using a 1 to 10 scale, where "1" means "poor" and "10" means "excellent", how would you rate…

WEBCON1. The clarity of the instructions

WEBCON2. The accuracy of the demographic information presented on the site

WEBCON3. The accuracy of the financial information presented on the site

WEBCON4. Your ability to readily access school reports

WEBCON5. The ease of submitting data

WEBCON6. The timeliness of financial data being processed

Customer Service Process (Do not read)

(Ask the following questions if DEMO2=Yes)

Think about the assistance you received when you have called the 800 number in the past year. Using a 1 to 10 scale, where "1" means "poor" and "10" means "excellent", how would you rate the representative on…

CSP1.   Courtesy

CSP2.   Ability to help you with your inquiry

CSP3.   Providing you accurate information

CSP4.   Resolving your inquiry in a timely fashion

CSP5.   Following up on your inquiry, when needed

CSP6.   Explaining the cause of the problems you experienced

(Note: CSP2 and CSP4 will be reported in a separate component)

Communication (Do not read)

Please think about the various ways COD and the Customer Service staff communicate with you.

COMM6.   What sources do you typically consult for information about COD? **[listen and check all that apply]**

    2   COD "Web Messages"
    3   The daily COD Processing update (i.e., the PDF file you can access from the COD web site's home page)
    4   E-mail customer service communications
    5   IFAP **[read as "eye-fap" - stands for Information for Financial Aid Professionals]** web site postings
    6   Other **[specify]**

COMM6a   How often do you typically consult each of the sources of information you mentioned? **[ask for each source noted above in COMM6 (web messages, IFAP, etc.). DO NOT READ CATEGORIES; listen for response and code; clarify if necessary]**

    1   At least once per day
    2   more than once a week but less than once a day
    3   more than once per month but less than once per week

4 once per month
5 less than once per month

COMM7. What is your most preferred source for information about COD? **[listen and check one]**

1 COD "Web Messages"
2 The daily COD Processing update (i.e., the PDF file you can access from the COD web site's home page)
3 E-mail customer service communications
4 IFAP **[read as "eye-fap" - stands for Information for Financial Aid Professionals]** web site postings
5 Other **[specify]**

Now, using a 1 to 10 scale, where "1" means "not at all useful" and "10" means "very useful", how would you rate the usefulness of…

COMM4. **[If COMM6=1]** The COD "Web Messages" you see when you log in to the system

COMM1. **[If COMM6=2]** The daily COD Processing Update (i.e., the PDF file you can access from the COD web site's home page)

COMM2. **[If COMM6=3]** E-mail customer service communications

COMM3. **[If COMM6=4]** IFAP **[read as "eye-fap" - stands for Information for Financial Aid Professionals]** web site postings

COMM5. **[If any COMM1-COMM4, or COMM8<6]** What specific improvements could COD make to improve their communications with you? **[capture open end response]**

ACSI Benchmark Questions **(Do not read)**

ACSI1. Now, please consider all of your job-related experiences working with the Common Origination and Disbursement process. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied", how satisfied are you with the COD process?

ACSI2. Consider now all of your expectations for working with the Common Origination and Disbursement process. Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has working with COD process fallen short of or exceeded your expectations?

ACSI3. Now forget for a moment your experience working with the current Common Origination and Disbursement process. I want you to imagine an ideal origination and disbursement process for institutions such as yours. How well do you think the current COD process compares to that ideal process? Please use a 10 point scale on which "1" means "not at all ideal," and "10" means "very close to the ideal."

Closing **(Do not read)**

On a scale from 1 to 10, where 1 is "not at all confident" and 10 is "very confident", how confident are you in the accuracy of the information in the COD system?

CLOSE1. In the past 6 months, have you ever complained about any aspect of the Common Origination and Disbursement process to FSA or to the Department of Education?

1   Yes
2   No **[skip to CLOSE2a]**
8   Don't Know **[skip to CLOSE2a]**
9   Refused **[skip to CLOSE2a]**

CLOSE2.1   What was the nature of your complaint? **[capture open ended response, code per below]**

1   Length of time to resolve issue
2   Funding
3   Customer Service
4   Reports
5   Other

CLOSE2a   One of the original goals for COD was to allow schools to better integrate their systems for administering Direct Loans and Pell Grants, and help them to be more efficient and student-centric. Has your school integrated or streamlined its systems as a result of the COD implementation?

1   Yes
2   No **[skip to CBT1]**

CLOSE2b   On a scale of 1 to 10, with 1 being "Not at All" and 10 being "Very Much", to what extent did COD facilitate the integration and streamlining of your business processes?

CBT1   **[If DEMO5=1, otherwise skip to CLOSE3]** Were you aware that FSA provides Computer Based Training or "CBT" for COD through IFAP to help you better understand COD website content, navigation and the system functionality?

1   Yes
2   No **[skip to CLOSE3]**

CBT1a Have you used this Computer-Based Training?
1   Yes
2   No **[skip to CLOSE3]**

CBT2   On a scale of 1 to 10, with 1 being the lowest and 10 being the highest, how helpful was the CBT in improving your understanding of the COD website content, navigation and system functionality?

CLOSE2.   Are there any specific ways that FSA could improve its service to you? **(i.e., with respect to any aspect of the relationship between your institution and FSA) (enter verbatim response)**

CLOSE3.   As I mentioned at the beginning of the survey, your responses are completely confidential and your name will not be attached to your responses, unless you wish to do so. So that they may better serve you, would you like the Department of Education to see your name attached to your responses?

1   Yes
2   No
8   Don't Know
9   Refused

Those are all the questions I have for you today. Thank you again for your time. Have a good day!

U.S. Department of Education
LaRS Questionnaire 2006

Introduction

INTRO1.   Hello, this is _____ calling from PGM Incorporated on behalf of the United States Department of Education office of Federal Student Aid. May I please speak to __**(name from list)**? **(If necessary: We're calling as part of an initiative the FSA has undertaken to improve its customers' satisfaction.)**

1   **(If speaking to right person, continue at INTRO3)**
2   **(If asked to hold and wait for correct person, proceed at INTRO3 when respondent comes to phone)**
3   **(If named person is not available, schedule callback)**
4   **(If named person is no longer at this number, use)**
5   No such person
9   Refused/Hung Up

INTRO2.   Is there another number at which I could reach him/her? **(If necessary: We're calling as part of an initiative FSA has undertaken to improve its customers' satisfaction.)**

1   **(Take number)** >> Thank you and have a good day! (Contact new number)
2   **(Refused)** >> Thank you and have a good day!

INTRO3.   **(When respondent comes to phone)**
I'm calling on behalf of the United States Department of Education Office of Federal Student Aid. This call is part of an initiative FSA has undertaken to improve its customers' satisfaction. We'd like to discuss your interactions with FSA on issues related to the Lender Payment Process, that is, LaRS/ED 799 **[read "lars ed 799"]**. The discussion will take about 10 minutes. This interview is authorized by the U.S. Office of Management and Budget Control No. 1845-0045. Your comments will remain strictly confidential, and you will never be identified by name unless you choose to do so. Is now a good time for us to speak?

1   Yes   **(Continue with Next Question)**
2   No   **(Can we schedule a time that is more convenient for you?)**

Demographic Questions

0   Before we begin, we'd like to ask you few questions about yourself.

DEMO1.   How would you classify your institution's primary role related to the Department of
Education?

1.

          1   Lender **[skip to DEMO2]**
          2   Servicer

1
2   DEMO1a.   How many lenders does your organization
service?

    1   Fewer than 100
    2   100 to 999
    3   1,000 or more

DEMO2.   When you contact FSA, which office do you typically contact?

          1   Washington, DC
          2   Atlanta
          3   Boston
          4   Chicago
          5   Dallas
          6   New York
          7   San Francisco
          8   Other office
          9   Have not contacted an office

DEMO4.   In the past 12 months, have you been personally involved in submitting financial reports to
FSA?

DEMO5.   In the past 12 months, have you contacted FSA for program or technical assistance with
LaRS?

DEMO6.   How do you submit invoicing and financial information to FSA?
1.
          1   Web
          2   FTP – File Transfer Protocol (SAIG) **[read as four letters s-a-i-g]**
          3   Both

Invoicing Process
___

1. (Ask the following questions if DEMO4=Yes)

2. Think about your interaction with FSA in the process of invoicing and receiving interest and special allowance payments using LaRS. Using a 1 to 10 scale, where "1" means "poor" and "10" means "excellent", how would you rate the…

WEBINT1. Availability of the LaRS system

WEBINT2. Logging into the LaRS system

WEBINT3. Ease of navigating the system

WEBINT4. Clarity of instructions

WEBINT5. Accuracy of instructions

WEBINT6. Ease of submitting information

WEBINT7. Ease of correcting mistakes

WEBINT8. (if DEMO1=1) Timeliness in receiving payment information

WEBINT9. (if DEMO1=1) Accuracy of payment information

Funds Remittance Process

1. (Ask the following questions if DEMO4=Yes and DEMO1=1)

2. Think about your interaction with FSA in remitting funds for fees due to the Department of Education using LaRS. Using a 1 to 10 scale, where "1" means "poor" and "10" means "excellent", how would you rate the…

CSP1. Timeliness in receiving your statement of account (bill)

CSP2. Accuracy of information on your statement of account

CSP3. Clarity of instructions for submitting payments

CSP4. Accuracy of instructions for submitting payments

CSP5. Ease of submitting information

CSP6. Ease of correcting mistakes

Technical Assistance

(Ask the following questions if DEMO5=Yes)

TECH1. On your last inquiry to FSA, how did you contact FSA?

  1 Called the 1-800 number
  2 Called an FSA staffer directly
  3 E-mail
  8 Don't Know

Now think about the assistance you received on your last inquiry regarding LaRS. On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", please rate the…

TECH1a. Representative's courtesy

COMM2. Representative's willingness to help

COMM3. Knowledge of the representative

COMM4. Representative's understanding of the issues that affect your business

COMM5. Time it took for FSA to resolve your inquiry

TECH6. Thinking about your last inquiry, was it resolved on your first contact with FSA?

  1 Yes
  2 No
  8 Don't Know

Communication

0 Think about the communications and information you receive from FSA about LaRS, such as e-mail alerts and information provided via IFAP **[pronounce as "Eye-Fap"]** or the Financial Partners Web Portal. Using the same 1 to 10 scale, how would you rate the communications on being:

COMM1. Timely

COMM2. Informative

COMM3.   Useful

COMM4.   Accurate

0

COMM5.   What sources do you typically consult for information about LaRS? **[listen and check all that apply]**

1   IFAP **[pronounce as "Eye-Fap"]**
2   The FSA Financial Partners Web Portal
3   E-mail alerts
4   Other **[specify]**
0
1
2
3
4
5

ACSI Benchmark Questions

0
ACSI1.   Now, please consider all of your job-related experiences working with the LaRS process. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied", how satisfied are you with the LaRS process?

ACSI2.   Consider now all of your expectations for working with the LaRS process. Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has working with the LaRS process fallen short of or exceeded your expectations?

ACSI3.   Now forget for a moment your experience working with the LaRS process. Imagine an ideal process for providing federal loan program support for institutions such as yours. How well do you think the LaRS process compares with that ideal process? Please use a 10 point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

Demographic Questions

DEMO7.   In what department do you work?

1   IT
2   Accounting
3   Loans
4   Other **(specify)**

DEMO8.   How would you characterize your familiarity with computers?

1   Novice
2   Moderate
3   Expert

DEMO8a   How long have by been filing invoicing and payment requests (799 or LaRS) with the Department of Education? **[read and record appropriate choice]**
1   Less than 1 year
2   1 year to less than 5 years
3   5 years or more
1.

DEMO9.   How would you characterize your Internet connection at work?

    1   Dial up, accessibility to any site
    2   Dial up, limited access to non-approved sites
    3   Broadband, accessibility to any site
    4   Broadband, limited access to non-approved sites
    5   Other **(specify)**

Closing

1. CLOSE1.   On a scale from 1 to 10, where 1 is "not at all confident" and 10 is "very confident", how confident are you in the accuracy of the information in the FSA systems, including LaRS?

2. CLOSE2.   In the past 6 months, have you ever complained to the Department of Education regarding LaRS or FSA's administration of the student loan program?

    1   Yes
    2   No

1.
CLOSE3.   Finally, are there any specific ways FSA could improve its service to you? **(i.e., with respect to any aspect of the relationship between your institution and FSA) (enter verbatim response)**

1.   Thank you again for your time. To complete the survey and submit the results, please hit the "Finish" button below. Have a good day!

U.S. Department of Education
2006 FAFSA on the Web Questionnaire

(Items in BOLD are interviewer instructions, and are not intended to be read to the Client)
(Items marked *i.e. or e.g.* should only be read if respondent needs clarification)

Introduction (Do not read)

INTRO1. Hello, this is _____ calling from _____ on behalf of the United States Department of Education. May I please speak to **(name from list)**   ? **(If necessary: We're conducting a customer satisfaction survey and are trying to contact people who have completed the FAFSA form via the Department of Education website. FAFSA is the form most people fill out to determine their eligibility for federal loans, grants, and work-study.)**

    1   **(Named person is on the phone, continue at INTRO4)**
    2   **(Named person is available, proceed at INTRO2. when respondent comes to phone)**
    3   **(Named person is unavailable, schedule callback)**
    4   **(Named person is no longer this number, use)**
    9   Refused/Hung Up

INTRO2. Is there another number at which I could reach him/her? **(If necessary: We're conducting a customer satisfaction survey and are trying to contact people who have completed the FAFSA form via the Department of Education website. FAFSA is the form used to determine a student's eligibility for federal loans, grants, and work-study.)**

    1   **(Will provide new number)** >> Thank you and have a good day? (Contact new number)
    2   **(Refused to provide new number)** >> Thank you and have a good day!

INTRO3. **(When respondent comes to phone)**
Hello, this is *[interviewer name]* calling from [data vendor], a market research firm calling on behalf of the United States Department of Education. **(Continue)**

INTRO4. We're calling as part of an initiative the U.S. Department of Education has undertaken to improve its customers' satisfaction. Have you completed the Free Application for Federal Student Aid, or FAFSA form, via the Department of Education's website in the past two

months? **(if necessary: FAFSA is the form used to determine a student's eligibility for federal loans, grants, and work-study.)**

1   Yes   **(Continue at INTRO2.)**
2   No   Thank you, but, for purposes of this study, we would like to talk to people who have recently used the department's website to fill out the FAFSA form. Have a nice day.
3   Don't know
9   Refused

INTRO5.   The Department of Education is conducting this survey with customers such as you to measure satisfaction with its products and services. I'd like to take some time now to go through this survey with you. This interview is authorized by the U.S. Office of Management and Budget, Control No. 1845-0045. Your comments will, of course, remain strictly confidential. The discussion will take about 10 minutes. Is this a good time?

    1   Yes   **(Continue with Next Question)**
    2   No   **(When would be a more convenient time for you to complete this study?)**

Home Page **(Do not read)**

Please keep in mind that all the questions we will be asking on the rest of this survey pertain to the FAFSA website.

Let's start out by thinking about the home page for the FAFSA site. This is the first page you see when you go to FAFSA on the web. On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate…

HOME1.   The ease of reading the home page

HOME1.   The clarity of the home page's organization

HOME2.   Your ability to find what you needed

HOME3.   The ease of navigating to the right place

FAFSA Form **(Do not read)**

Now think about your experience filling out the FAFSA application online. On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate…

FORM1.   The clarity of the instructions for filling out the FAFSA

FORM2.   The clarity of the questions

FORM3.   The ease of navigating through the application pages

FORM4.   Your ability to save and retrieve your application

FORM5.   The clarity of the instructions for submitting the FAFSA

FORM6.   The usefulness of the information on the confirmation page **(i.e. the page you are taken to after you submit your application)**

Help **(Do not read)**

0   WORK1   Did you use the FAFSA on the Web worksheet prior to filling out the FAFSA form?

    1   Yes
    2   No   **(skip to GHELP1)**

0   WORK2   Where did you obtain the worksheet? **[listen and code as appropriate, clarify if needed]**

    1   High School/High School counsellor
    2   College/University/Postsecondary school
    3   Public library
    4   Online

5   Other **(please specify)**
8   Don't Know
9   Refused

0

1

2   WORK3   Using the 1 to 10 scale where "1" now means not at all helpful and "10" means very helpful, how helpful was it to you to fill out the worksheet prior to submitting the FAFSA?

3

4   Please think about the ways you could get help filling out the FAFSA form online. These include online Frequently Asked Questions (FAQ's) and help text; the 1-800 number, and the online live help. On the same 1 to 10 scale, with 1 as "poor" and 10 "excellent", please rate FAFSA on the web on:

5

6   GHELP1   The variety of the options for getting help

7   When you filled out the FAFSA, did you actually access any of the following forms of help? (yes/no)

8   ONLINE   The online FAQs and help text (i.e., the text you could reach for help on specific questions by clicking on the question mark next to the item)

9 1800   The 1-800 number

10 CHAT   The online live help

11 **(if ONLINE, 1800, or CHAT = yes)** Let's now consider the help you received. On a scale of 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate…

HELP1.   How informative the help was

HELP2.   The time it took to answer your question

HELP3.   The clarity of the information you received

HELP4.   **(if 1800 or CHAT=yes)** Courtesy of the representative who helped you

HELP5.   **(if 1800 or CHAT=yes)** Hours of operation of the help desk

HELP6.   **(if 1800 or CHAT=yes)** Was the issue you sought help for resolved on your first contact with FAFSA on the Web?

    1   Yes

    2   No

0

PIN Application **(Do not read)**

We now have a few questions about obtaining and using a Personal Identification Number, or PIN, to electronically sign applications and to access and fully utilize the Department of Education's web-based features.

PINAP1.   While you were on-line filling out your FAFSA form, did you apply for a PIN?

    1   Yes
    2   No **(skip to next section)**
    3   Already have a PIN **(skip to PINAP2)**
    8   Don't Know **(skip to next section)**
    9   Refused **(skip to next section)**

Think about the PIN application process. On a scale of 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate…

PINAP2.   The ease of applying for the PIN

PINAP3.   The turnaround time for receiving the PIN

PINAP4.   Ease of getting a replacement or duplicate PIN

PIN Usage (Do not read)

PINUSE1. Did you use a PIN to sign your application electronically?

      1   Yes
      2   No **(skip to PINUSE4)**
      8   Don't Know **(skip to PINUSE4)**
      9   Refused **(skip to PINUSE4)**

Using the same 1 to 10 scale, how would you rate…

PINUSE2. The ease of using the electronic signature process

PINUSE3. The ease of having your parents sign electronically

PINUSE4. Did you know that you can use your PIN to view your data or make corrections to your FAFSA information?

      1   Yes
      2   No **(skip to next section)**
      8   Don't Know **(skip to next section)**
      9   Refused **(skip to next section)**

Using the same 1 to 10 scale where 1 is "poor" and 10 is "excellent", how would you rate…

PINUSE5. The ease of using your PIN to access your FAFSA information

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ACSI Benchmark Questions (Do not read)

ACSI1.   Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied", how satisfied are you with the FAFSA process on the web?

ACSI2.   Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent did the FAFSA process on the web fall short of or exceed your expectations?

ACSI3.   Imagine what an ideal website for applying for grants, loans, and work-study would be like. How well do you think the FAFSA process on the web compares with the ideal you just imagined? Please use a 10-point scale on which "1" means "not at all close to the ideal," and "10" means "very close to the ideal."

ACSI4.   **(If ACSI1-ACSI2 >=2)** How could the FAFSA web site better meet your expectations? **[capture verbatim; clarify; probe for comparison to other web sites]**

Outcome Measures (Do not read)

CONF1.   Using a scale of 1 to 10 where "1" means "not at all confident" and "10" means "completely confident", how confident are you that your information on the website is secure and that it reached the

intended target?

REPT1.   Using a scale of 1 to 10 where "1" means "not at all likely"
              and "10" means "very likely", how likely would you be to use
              the website to apply for financial aid in the future?

RCMD1.   Finally, using the same 1-to-10 scale, how likely
              would you be to recommend the website to others
              that might have a need for it?

COMP1.   In the past six months, have you registered a complaint with the Department of Education
          about the FAFSA application process?

    1   Yes
    2   No
    8   Don't Know
    9   Refused

Closing (Do not read)

CNCL1.   To help us better understand the users of
              the department's website, we would like to
              know what your level of experience is with
              the internet. How long have you been
              using the internet?

    1.   less than a year,
    2.   1-2 years, or
    3.   over 2 years
4.

CNCL2.   In your own words, what could the
              Department of Education do to improve the
              FAFSA process on the web? **(enter
              verbatim response)**

1.

2.   Those are all the questions I had for you. Thank you for your time, and have a good day.