



You have received this survey as part of an initiative the United States Department of Education Federal Student Aid has undertaken to improve its customers' satisfaction. Federal Student Aid is committed to continuous improvement and would like to ask you a few questions about your experience using the FAFSA on the Web site.

The survey will take approximately 10 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this survey which is authorized by the U.S. Office of Management and Budget, Control No. 1845-0045. It is hosted via a secure server and your responses will remain strictly confidential and anonymous. If you have any questions, please contact survey@mail.cfgroup.com.

Thank you in advance for your valuable feedback.

Please click on "next" to begin.

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The following required questions were left unanswered:

- The ease of reading the home page
- The clarity of the home page's organization
- Your ability to find what you needed
- The ease of navigating to the right place

[Click here to return to the survey.](#)

*Sample of language
used when questions
are not answered.*



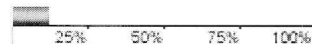
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All questions on this survey pertain to FAFSA on the Web. All survey questions require an answer in order to proceed. Please select 'Don't Know' if you are unsure of an answer.

Please think about the FAFSA on the Web home page. 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...

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
The ease of reading the home page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of the home page's organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to find what you needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of navigating to the right place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
The clarity of the instructions for filling out the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of the questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of navigating through the application pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to save and retrieve your application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of the instructions for submitting the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of the information on the confirmation page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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25% 50% 75% 100%



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Which of the following worksheets did you use prior to filling out the application online?
(select only one)

- FAFSA on the Web Worksheet
- Dependency Status Worksheet
- Both worksheets
- None of the above

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Using the 1 to 10 scale where "1" now means "not at all helpful" and "10" means "very helpful", please rate the usefulness of how helpful was it to you to having filled out FAFSA on the Web Worksheet prior to completing the application online?

	<i>Not At All Helpful</i>										<i>Very Helpful</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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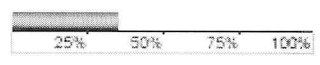


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Using the 1 to 10 scale where "1" is "not at all helpful" and "10" is "very helpful", please rate the usefulness of how helpful was it to you to having filled out the Dependency Status Worksheet prior to completing the application online?

	<i>Not At All Helpful</i>										<i>Very Helpful</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please think about the ways you could get help filling out the application online. These include online Frequently Asked Questions (FAQs) and help text; the 1-800 number, and the online Live Help.

When you filled out the application, which of the following types of help did you access last? (select all that apply)

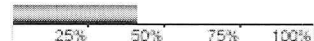
- Online FAQs
- Help text (i.e., the text you could reach for help on specific questions by clicking the "Need Help?" button at the bottom of each page)
- 1-800 customer service number
- Online Live Help for customer service
- None of the above

On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", please rate FAFSA on the Web on the variety of the options for getting help.

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Now, please consider the help you received. On a scale of 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate...

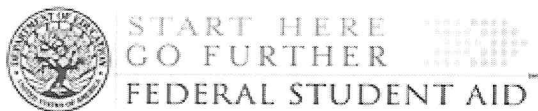
	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
How informative the help was	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of the information you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On the same scale, please also rate...

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
The time it took to answer your question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of the representative who helped you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation to contact live customer service help (either the 1-800 number or online Live Help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Were your questions resolved on your first contact with customer service?

Yes

No

What were the unresolved issues?

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Please think about the way you obtained and used a Federal Student Aid PIN to electronically sign applications and to access other Federal Student Aid web sites.

While you were filling out your application online, did you apply for or request a duplicate PIN?
(select only one)

- Yes, I applied for a new PIN
- Yes, I requested a duplicate PIN
- No, I already have a PIN
- No, I chose not to apply for a PIN

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...

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
The ease of obtaining the PIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The turnaround time for receiving the PIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Did you use a PIN to sign your application electronically?

- Yes
- No

On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", please rate...

	<i>Poor</i>										<i>Excellent</i>
	1	2	3	4	5	6	7	8	9	10	Don't Know
The ease of using the electronic signature process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of having your parents sign electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of using your PIN to access your application information online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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How could the FAFSA web site better meet your expectations?

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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 Web site is secure and that it was successfully submitted?

	1	2	3	4	5	6	7	8	9	10	Don't Know		
x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 Web site to apply for federal student aid in the future?

	1	2	3	4	5	6	7	8	9	10	Don't Know		
x	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Have you applied for federal student aid before?

- Yes
 No

How did this experience compare to the last time you completed your application? (select only one)

- This was easier
 It was the same
 This was more difficult

In the past six months, have you registered a complaint with Federal Student Aid about the FAFSA application process?

- Yes
 No

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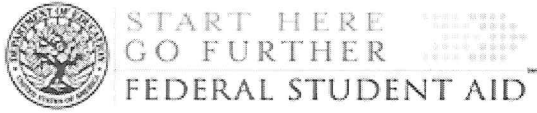


Where did you find out about FAFSA on the Web? (select only one)

- High School/High School counselor
- College/University/Postsecondary school
- Public library
- Outreach/publications/college fairs/career day
- Public Service Announcement/media
- Federal Student Aid Web site
- Other website
- Don't Know
- Other (please specify)

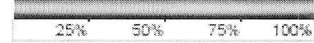
In your own words, what could Federal Student Aid do to improve FAFSA on the Web?





Please click on the "Submit" button below.

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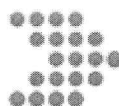
Thank you for your time. Federal Student Aid sincerely appreciates your input. Have a great day!

Please click [here](#) to proceed to the FAFSA on the Web home page.



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Federal Student Aid FAFSA



We have simplified the process of filling out the FAFSA. You can follow each section all of the way through for a comprehensive set of instructions.

Before Beginning a FAFSA 1	Filling Out a FAFSA 2	FAFSA Follow-up 3
<p>Get organized! To simplify filling out the FAFSA, gather the required documents and other information.</p> <p><u>FAFSA on the Web Worksheet</u> <u>Find my school codes</u> <u>Students & Parents apply for a PIN</u> <u>Check FAFSA Deadline Dates</u></p>	<p>Fill out the FAFSA! It has seven steps that ask about you, your school plans, financial information and more.</p> <p><u>Fill out a FAFSA</u> <u>Llenar la FAFSA en español</u> <u>Fill out a Renewal FAFSA</u> <u>Llenar la FAFSA de Renovación en español</u> <u>Continue working on saved FAFSA</u> <u>Sign Electronically with your PIN</u></p>	<p>Find your FAFSA online! You can go back to your FAFSA to check status, make corrections to a processed FAFSA and get other information.</p> <p><u>Check Status of a submitted FAFSA or print Signature Page</u> <u>Make Corrections to a processed FAFSA</u> <u>Add or Delete a School Code</u> <u>View and print your Student Aid Report</u></p>

FAFSA ALERTS:

FAFSA Deadlines:

Submit 2007-2008 FAFSA on the Web Applications by **midnight Central Daylight time**, June 30, 2008. [More»](#)

State deadlines are normally much earlier than Federal deadlines. To find your state's deadline, select [state deadlines](#).

Scheduled Maintenance:

FAFSA on the Web will be unavailable on every Sunday from 5 a.m. to 11 a.m. (Eastern Time).

We apologize for any inconvenience this may cause.

[More»](#)

Site Last Updated: Tuesday, September 18, 2007