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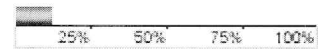
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All questions on this survey pertain to FAFSA on the Web. All survey questions require an answer in order to proceed. Please select 'Don't Know' if you are unsure of an answer.

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...

	Poor									*Excellent*	
	1	2	3	4	5	6	7	8	9	10	Don't Know
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	○	○	○	○	○	○	○	○	○	○	○

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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...

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

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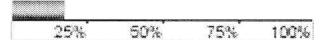
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Which of the following worksheets did you use prior to filling out the application online? (select only one)

○ 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?

	Not At All Helpful									Very Helpful	
	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

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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?

	Not At All Helpful									Very Helpful	
	1	2	3	4	5	6	7	8	9	10	Don't Know
X	○	○	○	○	○	○	○	○	○	○	○

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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.

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	◉	○	○	○	○	○	○

Poor ... Excellent

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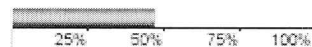25%   50%   75%   100%

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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...

|	*Poor*									*Excellent*	
	1	2	3	4	5	6	7	8	9	10	Don't Know
How informative the help was	○	○	○	○	○	○	○	○	○	○	○
The clarity of the information you received	○	○	○	○	○	○	○	○	○	○	○

On the same scale, please also rate...

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

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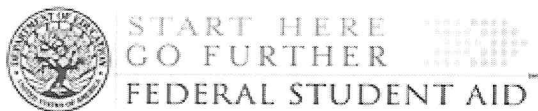
Were your questions resolved on your first contact with customer service?

○ 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...

	Poor									Excellent	
	1	2	3	4	5	6	7	8	9	10	Don't Know
The ease of obtaining the PIN	○	○	○	○	○	○	○	○	○	○	○
The turnaround time for receiving the PIN	○	○	○	○	○	○	○	○	○	○	○

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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...

	Poor									Excellent	
	1	2	3	4	5	6	7	8	9	10	Don't Know
The ease of using the electronic signature process	○	○	○	○	○	○	○	○	○	○	○
The ease of having your parents sign electronically	○	○	○	○	○	○	○	○	○	○	○
The ease of using your PIN to access your application information online	○	○	○	○	○	○	○	○	○	○	○

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

Very
Dissatisfied

Very
Satisfied

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

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 on the Web meet your expectations?

Falls Short of
Expectations

Exceeds
Expectations

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

Imagine the ideal website for applying for federal student aid. How well do you think FAFSA on the Web compares with the ideal you just imagined? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

Not Very Close
to Ideal

Very Close
to Ideal

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

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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?

Not At All
Confident

Completely
Confident

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

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?

Not At All
Likely

Very Likely

	1	2	3	4	5	6	7	8	9	10	Don't Know
x	○	○	○	○	○	○	○	○	○	○	○

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Have you applied for federal student aid before?
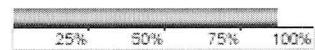
◉ Yes

○ No

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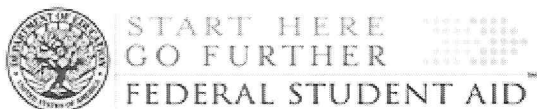
○ This was easier

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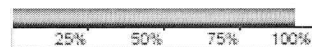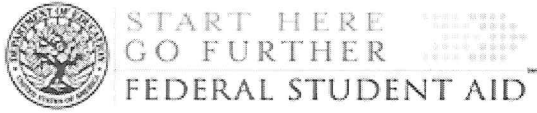
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Where did you find out about FAFSA on the Web? (select only one)

○ 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

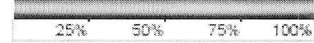○ Other website

○ Don't Know

○ Other (please specify)

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

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Please click on the "Submit" button below.

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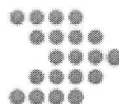
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Thank you for your time. Federal Student Aid sincerely appreciates your input. Have a great day!

Please click <u>here</u> 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.

1 Before Beginning a FAFSA

Get organized!
To simplify filling out the FAFSA, gather the required documents and other information.

FAFSA on the Web Worksheet
Find my school codes
Students & Parents apply for a PIN
Check FAFSA Deadline Dates

2 Filling Out a FAFSA

Fill out the FAFSA! It has seven steps that ask about you, your school plans, financial information and more.

Fill out a FAFSA
Llenar la FAFSA en español
Fill out a Renewal FAFSA
Llenar la FAFSA de Renovación en español
Continue working on saved FAFSA
Sign Electronically with your PIN

3 FAFSA Follow-up

Find your FAFSA online! You can go back to your FAFSA to check status, make corrections to a processed FAFSA and get other information.

Check Status of a submitted FAFSA or print Signature Page
Make Corrections to a processed FAFSA
Add or Delete a School Code
View and print your Student Aid Report

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**.

Site Last Updated: Tuesday, September 18, 2007

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»