

The survey instrument will collect limited demographic information, numeric rating to satisfaction-related questions, and an open-ended response.

1. Would you describe yourself as a \_\_\_\_\_?
  - a. Current student
  - b. Prospective/future student
  - c. Former student
  - d. Parent or guardian of student
  - e. Congressional office
  - f. Other
  
2. Was the response you received clear and easy to understand?
  - a. Yes
  - b. No
  
3. Was the response you received helpful?
  - a. Very helpful
  - b. Somewhat helpful
  - c. Not helpful
  
4. Were you satisfied that all of your concerns were addressed in the response you received?
  - a. Very satisfied
  - b. Somewhat satisfied
  - c. Neither satisfied nor dissatisfied
  - d. Somewhat dissatisfied
  - e. Very dissatisfied
  
5. How long did it take for you to receive your response?
  - a. 1 to 2 weeks
  - b. 3 to 4 weeks
  - c. 5 to 6 weeks
  - d. More then 6 weeks
  
6. Where did you find our contact information?
  - a. Department of Education Web site
  - b. Department of Education Publication
  - c. School Web site
  - d. School publication or letter
  - e. Federal Student Aid Information Center (calling 1-800-4-FED-AID)
  - f. Other
  
7. What could the Federal Student Aid Correspondence Unit do to improve its service?
  - a. Open-ended

### **Paperwork Burden Statement**

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1845-0045. The time required to complete this information collection is estimated to average one minute per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. **If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** U.S. Department of Education, Washington, D.C. 20202-4700. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to:** Kwaku Appiah, U.S. Department of Education, UCP 31F4, Washington, D.C. 20202.