

## **Federal Student Aid Information Center Customer Service Automated Telephone Feedback Survey (English)**

*Invitation text to be offered when caller first dials the 1.800.4FEDAID number:*

This call has been randomly selected to participate in a brief survey regarding the service you'll receive today. The survey will take no longer than 5 minutes to answer, and your answers will help the Department of Education improve its service. If you're interested in providing your feedback, please say 'yes'; otherwise, say 'no'. You'll be reminded about the survey at the end of your call, or when you are ready to begin the survey, you can also say 'survey'. Thank you."

*For IVR-only callers, at selected end points of the call:*

If you are finished with your call, please say 'survey' to begin the brief survey.

*For IVR callers who also have contact with a CSR, reminder before they are transferred:*

Please remember to stay on the line at the completion of your call to give us your feedback on the service you receive today.

*For CSR only callers, reminder:*

After speaking with the representative, please stay on the line to begin the survey.

### Survey Start

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Thank you for participating in this survey. Your feedback on the service you received during your call will be completely anonymous and will be used to help us improve our services. You may speak your response as soon as you know your answer. **To repeat the question, say 'repeat'.**

1. What was your primary reason for calling 1.800.4FEDAID?

For the status of your application or correction, say 'status'

To request duplicate student aid report, say 'duplicate'

For help with a PIN, say 'PIN'

To get help with FAFSA on the Web, such as how to use the website or how to make corrections, say 'FAFSA'

For loan holder information or details about previous student loans, say 'loan'

For help with adding a school code, say 'school code'

For any other reason, say 'other'

The following questions will be used to rate your satisfaction with the automated portion of the call. Please answer each question using the following scale:

If you were very satisfied, say '5'

For somewhat satisfied, say '4'  
For neither satisfied nor dissatisfied, say '3'  
For somewhat dissatisfied, say '2'  
For very dissatisfied, say '1'  
If you are not sure, say '9'

*[Pearson Programming]:* If the caller doesn't respond, play the following hint:  
'Remember, responses are on a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied. Please say the number corresponding to your answer.' If no entry, re-prompt 1 time, and then move on to next question.

### **All Respondents**

2. How satisfied are you with the ease of being able to find the menu choice that fits your question?

**IVR-only questions** *[Pearson Programming: If CSR-only service, skip to CSR-only questions]*

3. How satisfied are you with how well the information available in the automated system answered your questions when you called today?
4. *[Pearson Programming: If rating of 1 or 2 in Q3, ask this question; otherwise, skip to Q5]* What are you dissatisfied with in terms of how well the information from the automated system answered your questions? Begin speaking at the tone to leave a short comment. When finished, press the # key. *(Programming note: limit comment to 30 seconds)*

**CSR-only questions** *[Pearson programming: If IVR-only service, skip to Q10]*

The following questions have to do with the representative with whom you spoke. If you spoke with more than one, please consider the representative with whom you had the most contact.

5. How satisfied are you with the time it took to reach a representative who could answer your questions?
6. How satisfied are you with the representative's willingness to help you with your question?
7. How satisfied are you with the representative's knowledge, or ability to answer your questions in a clear and understandable way?

8. How satisfied are you that you received all the information you needed during this call?
9. *[Pearson Programming: If rating of 1 or 2 in Q8, ask this question; otherwise, skip to Q10]* What are you dissatisfied with in terms of not getting all the information you needed during this call? Begin speaking at the tone to leave a short comment. When finished, press the # key. *(Programming note: limit comment to 30 seconds)*

10. How satisfied are you **overall** with the service you received during this call?

### Demographic Questions

There are just a few questions left. Please listen carefully to the new response choices.

11. If you called today as:

- A student, say 'student'
- A parent or guardian, say 'parent'
- A financial aid administrator, say 'FAA'
- Someone in a different role not mentioned above, say 'other'

12. *[Pearson Programming: This question should only be asked of callers who spoke with CSR; IVR callers should skip to Q13]* Not counting this survey, how many people at the Federal Student Aid Information Center did you speak to today during this call?

- Say 1 through 4 for the number of people you spoke with
- If you spoke with 5 or more, say 5
- If you aren't sure, say 9

13. How many minutes did you spend on this call including any time on hold? Please do not include the time spent answering this survey.

- If less than 2 minutes, say 1
- 2 to 5 minutes, say 2
- 6 to 10 minutes, say 3
- 11 minutes or longer, say 4

14. Including today, how many times have you called about this particular issue?

- Say 1 through 4 for the number of times you have called
- Say 5 for 5 or more times.

15. *[Pearson Programming: If caller spoke with CSR and responds to Q14 as more than 1 time, ask this question; otherwise, skip to Q16]*, Did you get different answers to the same question on different calls?

If yes, say 'yes'  
If no, say 'no'  
If not sure, say 'not sure'

16. What are you most satisfied with and what can the Federal Student Aid Information Center do to improve the 1.800.4FEDAID service? Begin speaking at the tone to leave a short comment. When finished, press the # key. *(Programming note: limit comment to 30 seconds)*

### **Conclusion**

That completes the survey. Thank you for your participation. Your information will help improve the services provided as part the Federal Student Aid Information Center. Goodbye.