

FMS Lender Questions for Customer Survey

	Survey Question	Answer Options
1.	How would you classify your institution's primary role to the Department of Education?	Multiple Choice <ul style="list-style-type: none"> • Guaranty Agency • Lender • State Agency - Leveraging Educational Assistance Partnership program/Special Leveraging Educational Assistance Partnership program (LEAP/SLEAP)
2.	Do you like the way FMS presents information?	Yes/No
3.	Do you believe FMS is easy to use?	Yes/No
4.	What features of FMS do you think are useful or helpful?	Short Answer
5.	Please describe the features of FMS that you find very difficult to use.	Short Answer
6.	Using a scale of 1 to 5, where 1 means poor and 5 means excellent, how would you rate the ease of submitting and processing lender payment files?	Multiple Choice <ol style="list-style-type: none"> 1. Poor 2. Fair 3. Satisfactory 4. Good 5. Excellent
7.	Using a scale of 1 to 5, where 1 means poor and 5 means excellent, how would you rate the timeliness of payments and/or receipt of payment information?	Multiple Choice <ol style="list-style-type: none"> 1. Poor 2. Fair 3. Satisfactory 4. Good 5. Excellent
8.	Using a scale of 1 to 5, where 1 means poor and 5 means excellent, how would you rate the accuracy of payments and/or receipt of payment information?	Multiple Choice <ol style="list-style-type: none"> 1. Poor 2. Fair 3. Satisfactory 4. Good 5. Excellent
9.	Are you satisfied with the way FMS reports quarterly activity?	Yes/No
10.	If you are not satisfied with the way FMS reports quarterly activity, please explain.	Short Answer
11.	Using a scale of 1 to 5, where 1 means poor and 5 means excellent, how would you rate the accuracy of FMS data?	Multiple Choice <ol style="list-style-type: none"> 1. Poor 2. Fair 3. Satisfactory 4. Good 5. Excellent
12.	What, if any, data accuracy or data quality problems have you experienced?	Short Answer
13.	How would you describe the availability of the system?	Multiple Choice <ul style="list-style-type: none"> • The system has been unavailable for more than one day • The system is unavailable for several

		<p>hours at a time</p> <ul style="list-style-type: none"> • The system is occasionally unavailable • The system is always available
13.	What types of performance issues, if any, are you experiencing?	Short Answer
14.	How confident are you about the security of the system?	<p>Multiple Choice</p> <ul style="list-style-type: none"> • Not confident • Somewhat confident • Confident
15.	If you have any concerns regarding FMS security procedures, please describe them?	Short Answer
16.	If you have had problems using the system, how long did it take for your problems to be resolved?	<p>Multiple Choice</p> <ul style="list-style-type: none"> • Never resolved • 1 hour or less • Several hours • More than 1 day • Several days • Not Applicable
17.	Were the technical issues you encountered resolved quickly and to your satisfaction?	Yes/No
18.	If technical issues/problems were not resolved quickly and to your satisfaction, please explain.	Short Answer
19.	How satisfied are you with FMS overall?	<p>Multiple Choice</p> <ul style="list-style-type: none"> • Not satisfied • Usually not satisfied • Sometimes satisfied • Usually satisfied • Always satisfied
20.	Compared to similar web sites that you access, how would you rate the response time of FMS?	<p>Multiple Choice</p> <ul style="list-style-type: none"> • The system 'times out' or returns error messages • Navigation is sluggish • The system responds promptly
21.	What additional observations or suggestions for improvement can you make regarding FMS?	Short Answer