

**US Department of Education - Federal Student Aid
Common Services for Borrowers
School Satisfaction Survey**

Drawing upon your experiences ONLY over the last year, please evaluate your experiences specifically relating to the Direct Loan School's Servicing Center and those mechanisms used to manage your Direct Loan students such as the Direct Loan school web site and associated reports. Please do not include the COD center or NSLDS when considering your responses for this survey. Again, PLEASE LIMIT YOUR RESPONSES TO ACTIVITIES ENGAGED IN OVER THE PAST YEAR.

For each item, please provide a numerical rating according to the following scale:

Extremely Satisfied		5
Very Satisfied		4
Satisfied		3
Neither Satisfied nor Dissatisfied		2
Dissatisfied		1
Not Applicable		0

In rating the following qualities, think about your experience in CALLING our School's Servicing Center in the past year and rate your level of satisfaction: How satisfied/dissatisfied were you:

- | | | |
|---|---|----------------------|
| 1 | | Your Rating |
| | 1.1 | |
| | With the timeliness of the response to your call? | <input type="text"/> |
| | 1.2 | |
| | With the knowledge of the School Services representative? | <input type="text"/> |
| | 1.3 | |
| | That the SSR handled the issue in one call | <input type="text"/> |
| | 1.4 | |
| | With the follow-up promised during your call | <input type="text"/> |
| | 1.5 | |
| | With your overall experience calling the School's Servicing Center? | <input type="text"/> |

If in the past year you corresponded with the School's Servicing Center via EMAIL and rate your level of satisfaction: How satisfied/dissatisfied were you:

- | | | |
|---|---|----------------------|
| 2 | | Your Rating |
| | 2.1 | |
| | With the length of time it took to get a response to your request? | <input type="text"/> |
| | 2.2 | |
| | That the response provided accurate information that resolved the issue | <input type="text"/> |
| | 2.3 | |
| | With the follow-up promised during your email. | <input type="text"/> |
| | 2.4 | |
| | With your overall experience emailing the School's Servicing Center? | <input type="text"/> |

In rating the following qualities, please think about your experience using School's Servicing's Online School Site <http://DL.ED.GOV/Schools> for matters relating to existing loans and generating reports: How satisfied/dissatisfied were you:

- | | | |
|---|---|----------------------|
| 3 | | Your Rating |
| | 3.1 | |
| | With the Website being available when you went to it? | <input type="text"/> |
| | 3.2 | |
| | With the Website being easy to use? | <input type="text"/> |
| | 3.3 | |
| | With the information presented on the Website? | <input type="text"/> |
| | 3.4 | |
| | With the "Help" function of the Website? | <input type="text"/> |
| | 3.5 | |
| | With your overall experience using the the School's Servicing Center Website? | <input type="text"/> |

Concerning anything you have heard from your students' experiences using the Direct Loan Borrowers website, please rate the following: How satisfied/dissatisfied were your students:

- | | | |
|---|---|----------------------|
| 4 | | Your Rating |
| | 4.1 | |
| | With the Borrower's Website being available when they went to it? * | <input type="text"/> |
| | 4.2 | |
| | With the Borrower's Website being easy to use? * | <input type="text"/> |

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- 4.3 With the information presented on the Borrower's website? *
- 4.4 With the "Help" function of the Borrower's website? *
- 4.5 With their overall experience using the the Direct Loan Borrower's website? *

Concerning anything you have heard from your students' experiences using the Direct Loan Borrowers Servicing Center please rate the following: How satisfied/dissatisfied were your students:

- 5 **Your Rating**
- 5.1 With the timeliness of the response to their call? *
- 5.2 With the knowledge of the CSR? *
- 5.3 That the CSR handled the issue in one call? *
- 5.4 With the follow-up promised during their call? *
- 5.5 With your overall experience calling the Direct Loan Borrower's Servicing Center? *
- 6 In the last year, how satisfied/dissatisfied were you with the overall performance of the Direct Loan School's Servicing?

7 For any qualities that you rated "Dissatisfied" or "1", please provide any comments that will help us improve the rating in the space below:
[text response]

8 Please provide any other comments for improvement, especially about areas not addressed in the survey questions, here:
[text response]

9 Please provide any compliments you have about our services or staff here:
[text response]

10 **For each of the questions below, please put an X the boxes that best describes your institution:**

- 10.1 **School Type**
Public
- Private, non-profit
- Private, for-profit
- Other

- 10.2 **Degrees/certificates offered**
Two-year
- Four-year
- Five-year/Graduate
- Other

- 10.3 **Enrollment size**
Under 1,000
- 1,001-5,000
- 5,001-15,000
- Over 15,000