



# U.S. Department of Education Schools Partners Survey

Script below presumes an online survey with any desired segmentation data provided in the sample list.

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## Introduction

The U.S. Department of Education, Federal Student Aid seeks to continuously improve its interactions with its valued business partners in the schools community in the administration of Title IV programs. To that end we are conducting a brief survey to assess our performance and provide you with an opportunity to share any ideas or feedback you may have to help us better serve you. This survey should take you approximately 5 minutes to complete.

The survey is conducted by the CFI Group, a Michigan-based consulting company and is hosted on their secure servers.

Please click the “Next” button below to begin the survey.

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## Rating Questions

Please think about your experiences interacting with FSA in the Title IV administration process **in the past three months**, and rate the following items using a scale of 1-10 with 1 being “poor” and 10 being “excellent.” If a question does not apply to your recent experiences with FSA, please click “Not Applicable/Did not use”:

- EDEXP The ease of using EDEXpress
- FAAAC The ease of using FAA Access
- COD The ease of using Common Origination and Disbursement (COD) systems
- NSLDS The ease of using National Student Loan Data systems

ASSIST The assistance you received from FSA or one of its vendors when you last called or contacted us for help regarding a system or process

WHOLAST **[if answered ASSIST]** Who did you last call for assistance?

- 1 18004FEDAID
- 2 COD School Relations Center
- 3 Loan Servicing
- 4 NSLDS Customer Care Center
- 5 FSA Research and Customer Care
- 6 FSA staff member
- 7 Other (**specify**)

TRAIN The knowledge you acquired from attending your last FSA Training Session

OVRASST The quality of assistance you received from FSA to address your last eligibility or oversight issue

OVRFAIR **[if answered OVRASST]** Extent to which you believe your eligibility or oversight issue was resolved in a transparent and fair manner (i.e, consistent with Title IV Regulations)

IFAPCOM The usefulness of FSA provided communications on IFAP

CALLWHO Extent to which you are clear about who to call if you are having a problem



EASEBUS The overall ease of doing business with Federal Student Aid

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## Closing

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CLOSE1. Finally, what is the most urgent improvement you would like FSA to make in the Title IV administration process?  
**(enter verbatim response)**

Thank you again for your time. To complete the survey and submit the results, please hit the “Finish” button below. Have a good day!

### **Public 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. Public reporting burden for this collection of information is estimated to average 3 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Education, 830 First Street NE, Mailstop 5302; Washington, DC 20202 or email [ICDocketMgr@ed.gov](mailto:ICDocketMgr@ed.gov) and reference the OMB Control Number 1845-0045 (04483). Note: Please do not return the completed Ease of Doing Business with FSA-School Partners Quarterly Customer Service Satisfaction Survey to this address.