

Financial Aid Director Interview Protocol – Financial Literacy Training

OMB Approval No.: 0000-0000
Expires: 00/00/0000

FSA MSURSD MSI Support
TASK 2.3C: Development of Baseline Performance Report for Each PEP Participating
Institution
Financial Aid Director Financial Literacy Training Interview

PLEASE READ THE FOLLOWING TO RESPONDENTS

Introductory Script for Financial Aid Director Interview: Thank you again for your continuing participation in our research for the US Department of Education. Before we start, I would like to introduce myself, provide a little background on what we will be discussing, and answer any questions you might have.

INTRODUCTION AND BACKGROUND

My name is name and I am also a researcher from Windwalker Corporation. Today I would like to get your thoughts on student financial literacy, also to provide the Office of Federal Student Aid's Minority Serving and Under-Resourced Schools Division (MSURSD) with information so that they can provide your school with additional resources and services that would assist you when helping your students in this area.

Today, I'll be asking you for your thoughts on student financial literacy and for you to provide your thoughts on what resources you would like to receive from MSURSD that would enable you to increase your students' knowledge in this area.

I'll talk about how this interview will go next, but for now, are there any questions about the study or why we are here?

DESCRIPTION OF INTERVIEW PROCEDURE AND CONFIDENTIALITY

Next, I'd like to say a few things about the process for this discussion. This process is very similar to the one we just used during our last conversation, where I'll be asking you some questions and I will be taking notes on what you are saying. I will not record your name, and if you don't mind, I would also like to record our conversation simply for note-taking purposes. No one outside of our research team would hear the recording; it would just be for our own reference. If you would like me to turn off the recorder at any point, just let me know. Would that be OK?

I want to assure you that responses to this data collection will be used only for purposes of this study. We will not provide information that identifies you to anyone outside the study team,

except as required by law. The recorded interview will be transcribed by me, and portions of this interview may be incorporated into the final report to the Department of Education but your identity will remain confidential. I will not use your name or attribute any quotes to you. Therefore, anyone who reads the study will not know that the statements came from you. The results of this study will be used for FSA use only to determine how they can better assist you in providing financial literacy training to your students. Whatever you express during this call should stay between us. Are there any questions before we get started?

If you agree to the terms mentioned we will accept your verbal consent to participate and proceed with this interview.

1. First, I'd like to discuss your thoughts on what is meant by financial literacy. How would you define financial literacy?
2. What skills do students need to master in order to be considered "financially literate"?
3. What tools are you currently using to provide financial literacy information to your students?
For those who currently use tools:
 - How did you learn about these tools?
 - How do you acquire these tools? Who are your vendors?
 - Are any of these tools that you developed yourself?
 - Do you share the tools you have developed with other institutions?
4. What other campus offices provide financial literacy programs to students?

If other offices provide financial literacy programs:

- What tools or services are provided?
5. Are there financial literacy tools that you are not currently using that you feel would be beneficial to your institution?
 - What are they?
 - Why are you not using them?
 - Who should provide these?
 6. What components do you feel are necessary in a financial literacy program geared toward your students?
 7. Are there specific cultural barriers, challenges or opportunities to providing financial literacy to the students that you service?

For those who think there are barriers, challenges or opportunities:

- Do you have ideas about how to address these (barriers/challenges/opportunities)?

- Who should address these (barriers/challenges/opportunities)?
 - When do you feel these (barriers/challenges/opportunities) should be addressed?
8. Do you have anything else that you would like to add about financial literacy before we conclude this portion of the interview?

Those are all the questions I have. Thank you for your time and for participating in this study.