

## FSA - Customer Experience - Financial Aid Toolkit Survey - November 6, 2013

Thank you for visiting the Financial Aid Toolkit website. The purpose of this survey is to provide feedback on the content and functionality of the website. It has fewer than ten questions and will take approximately five minutes to complete.

The survey is authorized by the U.S. Office of Management and Budget, Control No. 1845-0045.

1. Did you find what you were looking for on the site? [*same question as studentaid.gov*]
  - a. Yes
  - b. No
  
2. [*Skip logic - Display if Q1 = No*] What information were you not able to find?
  - a. [Comment box]
  
3. [*Skip logic - Display if Q1 = Yes*] What topics did you find the most helpful? (Check all that apply)
  - a. College preparation
  - b. Types of aid
  - c. Financial aid eligibility
  - d. FAFSA
  - e. Loan repayment
  - f. Financial literacy
  - g. Hosting a financial aid event
  - h. Using social media
  - i. How to get professional development training
  - j. Other (please specify)
  - k. Not applicable
  
4. [*Skip logic - Display if Q1 = Yes*] Which type of resources did you find most helpful? (Check all that apply)
  - a. Glossaries
  - b. Handouts
  - c. How-to guides
  - d. Infographics
  - e. PowerPoint presentations
  - f. Public service announcements
  - g. Social media content
  - h. Templates
  - i. Videos
  - j. Webinars
  - k. Other (please specify)
  - l. Not applicable
  
- 5.

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6. *[Skip logic - Display if Q1 = Yes]* Please indicate how you plan to use the resources on this site (Check all that apply). *[same question as outreach event surveys]*
- Organize a FAFSA completion event
  - Organize a college access event
  - Share information with students and parents
  - Update my organization's materials or websites
  - Share information with my colleagues/partners in the community
  - Create community partnerships
  - Create a community campaign around financial aid
  - Other (please specify)
  - None/not applicable
7. Who is the primary audience that you support? (Check all that apply)
- High school students
  - Middle school students
  - Adult students
  - Current college students
  - Graduate and professional students
  - Parents
  - Military families
  - Federal student loan borrowers
  - Other (please specify)
  - Not applicable
8. Please rate the Financial Aid Toolkit website's impact on your ability to assist individuals with the federal student aid process. [Scale of 1 - 5, with 1 = significant impact and 5 = no impact].
9. Which most accurately describes you?
- Elementary/middle school counselor or staff
  - High school counselor or staff
  - College/university administrator or staff
  - College access organization employee
  - Faith-based organization employee
  - Other nonprofit/community-based organization employee
  - Independent counselor
  - Volunteer/mentor
  - Government employee (federal, state, or local)
  - Other (please specify)
  - Not applicable
- 10.

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11. How likely are you to recommend this website to colleagues/coworkers or others? [*similar question as studentaid.gov*]
  - a. Very likely
  - b. Somewhat likely
  - c. Somewhat unlikely
  - d. Very unlikely
  
12. Do you have any suggestions for how the Financial Aid Toolkit website or its resources could be improved?
  - a. [Comment box]
  
13. Is there anything else you would like to share with us?
  - a. [Comment box]