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# Appendix

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## Financial Aid Staff Interview Protocol – PEP Follow-Up

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*FSA MSURSD MSI Support*  
TASK 2.3C: Development of Baseline Performance Report for Each PEP Participating  
Institution  
Financial Aid Staff Follow-up Interview

### PLEASE READ THE FOLLOWING TO RESPONDENTS

*Introductory Script for Financial Aid Staff Focus Group:* Good morning/afternoon. First of all, thank you so much for speaking to me today and for continuing to participate in this study 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 a researcher from Windwalker Corporation, an organization that conducts research in education. I am here today to interview you again as part of an effort to provide the Office of Federal Student Aid's Minority Serving and Under-Resourced Schools Division (MSURSD) with information about your school's student aid process and how you obtain compliance-related information. They are interested in gaining this information so that they can provide your school with additional resources and services that would assist you with these issues.

As part of this project, we have already spoken with Past Focus Group Participants and with your school's President/CEO about financial aid-related processes, procedures and information regarding federal compliance. Today, I'll be asking you for your feedback on some specific resources provided to you by MSURSD and for you to provide your thoughts on what resources you would like to receive from MSURSD that would enable you to increase your knowledge of compliance-related topics and to improve your processes.

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. During our session today, I'll be asking you some questions and I will be taking notes on what you are saying. I will not record your names. 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 if the services and resources that they provide to your school increase knowledge of federal compliance-related issues and if they enhance the processes that your financial aid office engages in. Whatever you express during this call should stay between us. I'm asking you to make the same commitment - to keep what is said during this call confidential and to not repeat it to others in your school. That way people can feel safe to be honest, and in turn, we will gain more helpful information to improve the financial aid process at your school. Agreed?

This session will give you a chance to express your opinions. I want you to feel comfortable in saying what you really think and feel, as your ideas and opinions are important to me. It is OK to disagree with one another. I'd like to hear everyone's perspective. If you do not feel like responding to a question, you do not have to.

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.

To begin, I would like to have you all say your name and your title so that I have a record of who is attending this session. Please take turns to state your name and say your title.

During our conversation, I would like to discuss your perceptions of MSURSD and your thoughts on some of the resources and services that MSURSD or FSA has provided, either recently or in the past, to determine if they were helpful. I'd also like to know if they weren't helpful, how they could be more helpful to you in achieving your job responsibilities.

1. First, let's discuss your perceptions of MSURSD. When you think about Federal Student Aid's , Minority Services and Under Resourced School Division (MSURSD), what is the first thing that comes to mind?

2. How do you distinguish MSURSD from FSA in general?
3. How have your perceptions of MSURSD changed since before the spring when we visited your institution?
4. Next, let's discuss the default management workshops that MSURSD has conducted. Did any of you attend a default management workshop?

For those who attended:

- When did you attend this session?
  - Did you feel that it was helpful to you? Why or why not?
  - Did you implement any of the strategies that were discussed? Why or why not?
  - How could it have been more useful to you?
  - Do you have anything else you would like to share regarding the default management workshop?
5. I'm also interested in getting your feedback on the News Flashes. Are you familiar with them?

For those who are familiar with them:

- Is the information contained in them useful? Why or why not?
  - Is the information timely? Why or why not?
  - In terms of their length, do you feel they are too long, too short, or just the right length? Why?
  - How do you think they can be improved?
  - Is there anything else you would like to add about the News Flashes?
6. Now I would like to discuss your thoughts on the Spring/Summer Workshops. Are you familiar with these?

If they are familiar with them:

- Did you attend this year's? Why or why not?
    - If attending this year's session:
      - What were your initial thoughts on the materials you received?
  - Have you attended one in a previous year? If so, is the information presented at them useful? Why or why not?
7. I would also like to get your thoughts on Webinars provided by MSURSD. Have you attended or are you scheduled to attend any of the MSURSD Webinars?

If they have attended one in the past:

- Was the information presented at them useful? Why or why not?

If they are scheduled to attend a future session:

- What insights are you looking to gain from attending?

8. I have just mentioned a few specific examples of resources that are provided by MSURSD. Which MSURSD resources are most useful to you? Why or why not?

9. Are there additional resources that you feel are particularly useful or are there ones that aren't useful at all?

If they mention additional resources:

- o Why are/aren't they useful?

10. Do you have anything else that you would like to add before we conclude this interview?

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