

## Survey for Repayment Presentation: Direct Customers

Thank you for attending a Federal Student Aid presentation. The purpose of this survey is to receive feedback on how FSA can better serve you.

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. The valid OMB control number for this information collection is 1845-0045. Public reporting burden for this collection of information is estimated to average 5 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. If you have comments or concerns regarding the status of your individual submission of this survey, please contact the Office of Federal Student Aid 830 First Street NE Washington DC 20202 directly.

1. How would you rate the Federal Student Aid presentation you attended?
  - a. [Scale of 1-5 with 1=poor, 2=needs improvement, 3=satisfactory, 4=good, 5=excellent]
  - b. [text box]
  
2. How would you rate the trainer(s)?
  - a. [Scale of 1-5 with 1=poor, 2=needs improvement, 3=satisfactory, 4=good, 5=excellent]
  - b. [text box]
  
3. Please rate the impact of the presentation in the following areas [Scale of 1-5 with 1=poor, 2=needs improvement, 3=satisfactory, 4=good, 5=excellent]
  - a. Increased my knowledge of how to make loan payments
  - b. Increased my knowledge of what to do if I can't afford my payments
  - c. Increased my knowledge of Federal Student Aid's resources and tools and how I can use them
  - d. Increased my ability to make decisions about choosing a repayment plan
  
4. Please indicate if you knew of any of these resources prior to the presentation and if you plan to use them in the future (check all that apply)

	I did NOT know about this resource prior to attending the Federal Student Aid presentation		I DO plan to use this resource in the future
	StudentAid.gov		StudentAid.gov
	StudentLoans.gov		StudentLoans.gov
	NSLDS.ed.gov		NSLDS.ed.gov
	Repayment Estimator		Repayment Estimator
	Federal Student Aid publications (fact sheets, brochures, etc.)		Federal Student Aid publications (fact sheets, brochures, etc.)

	Federal Student Aid videos and infographics		Federal Student Aid videos and infographics
	1-800-4-FED-AID (Federal Student Aid Information Center)		1-800-4-FED-AID (Federal Student Aid Information Center)
	Federal Student Aid Facebook page		Federal Student Aid Facebook page
	@FAFSA Twitter account		@FAFSA Twitter account
	Federal Student Aid YouTube channel		Federal Student Aid YouTube channel
	Other (please specify)		Other (please specify)

5. After attending this presentation, do you have a better understanding of the various repayment plans?
  - A. Yes
  - B. No
  - C. Other [please specify]
  
6. After attending this presentation, do you have a better understanding of the role of a loan servicer?
  - a. Yes
  - b. No
  - c. Other [please specify]
  
7. After attending this presentation, do you have a better understanding of how to successfully repay your loans and avoid delinquency and default?
  - a. Yes
  - b. No
  - c. Other [please specify]
  
8. Are you a...
  - a. Current borrower in repayment
  - b. College student
  - c. Adult student
  - d. High School Student
  - e. Parent/Guardian
  - f. High school counselor
  - g. Other high school staff
  - h. Nonprofit staff
  - i. Financial aid professional
  - j. College counselor
  - k. Other [please specify]
  
9. Please feel free to provide any additional feedback on how FSA can further improve.

**a. [Text box]**

Thank you for your valuable feedback.