

Thank you for contacting the Federal Student Aid Information Center. Please briefly tell us about your experience so we can continue to improve our service.

What was your primary reason for contacting the Federal Student Aid Information Center?

Please tell us if you contacted us as a

Satisfaction Survey

	STRONGLY SATISFIED	SATISFIED	DISSATISFIED	STRONGLY DISSATISFIED	N/A
How satisfied are you with the wait time you experienced before speaking to a representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the ability of the representative to answer your questions or refer you appropriately?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the quality of the response you received – was it clear and easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the representative's willingness to help you with your question?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the courtesy of the representative's response?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the accuracy of the information you received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments you may have about your experience.

SUBMIT

Thank you for contacting the Federal Student Aid Information Center. Please briefly tell us about your experience so we can continue to improve our service.

What was your primary reason for contacting the Federal Student Aid Information Center?

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- Application Status
- Copy of Student Aid Report
- FSAID Help
- FAFSA Help
- Student Loan Information
- Adding a School
- Other

	STRONGLY SATISFIED	SATISFIED	DISSATISFIED	STRONGLY DISSATISFIED	N/A
How satisfied are you with the wait time you experienced before speaking to a representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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What was your primary reason for contacting the Federal Student Aid Information Center?

Please tell us if you contacted us as a

- Student
- Parent or Guardian
- Guidance Counselor
- Financial Aid Administrator
- Other

	STRONGLY SATISFIED	SATISFIED	DISSATISFIED	STRONGLY DISSATISFIED	N/A
How satisfied are you with the wait time you experienced before speaking to a representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the ability of the representative to answer your questions or refer you appropriately?	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
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