

## SECTION 1

Thank you for choosing to take our survey. Your feedback is important to us.

In a moment you will hear a series of questions. Please use your phone's keypad to select your desired option.

1. What was your primary reason for calling 1 800 4FEDAID? Press 1 for application status, press 2 for copy of Student Aid Report, press 3 for FSAID help, press 4 for FAFSA help, press 5 for Student Loan Information, press 6 for adding a school, or press 7 for other.
2. Please choose from one of the following options. If you calling as a student press 1, for parent or guardian press 2, for guidance counselor press 3, for financial aid administrator press 4, for other press 5.

Please rate the following questions on a scale from 1 through 4 with 1 being highly dissatisfied, 2 for dissatisfied, 3 for satisfied and 4 for highly satisfied. Press 5 if not applicable.

3. How satisfied are you with the automated phone system's ability to answer your questions or refer you appropriately?
4. How satisfied are you with the ease of navigating the phone system's options?
5. Did you speak with a customer service agent today? Press 1 for yes or 2 for no.

For those choosing YES, survey continues to Section 2. For those choosing NO, skip to Section 3

## SECTION 2

Please rate the following questions on a scale from 1 through 4 with 1 being highly dissatisfied, 2 for dissatisfied, 3 for satisfied and 4 for highly satisfied. Press 5 if not applicable.

6. How satisfied are you with the wait time you experienced before speaking to an agent?
7. How satisfied are you with the agent's ability to answer your questions or refer you appropriately?
8. How satisfied are you with the courtesy of the agent?

## SECTION 3

9. Would you like to provide any additional comments? Press 1 for Yes or 2 for No.

Please speak your comments after the tone. When finished, press the pound key to end your recording and wait for further instructions.

To review your recording press 1, to re-record, press 2. To save the recording and continue, press 3.

Thank you for completing the survey. We value your input and we take your feedback seriously. If you have additional questions or need additional assistance, please call back. Have a nice day. Goodbye.