

2016-17 QA Survey

Paperwork Burden Statement

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1. Name of Institution and OPE ID: *(drop down menu of participating schools)*

2. How satisfied were you over all with the Department's Quality Assurance (QA) Program? *(radio button, one and only one)*

- Very satisfied
- Somewhat satisfied
- No Opinion
- Not very satisfied
- Not at all satisfied

3. How satisfied were you with the guidance FSA provided concerning the end of the QA Program? *(radio button, one and only one)*

- Very satisfied
- Somewhat satisfied
- No Opinion
- Not very satisfied
- Not at all satisfied

4. Please indicate whether each of the following five statements was true or false at your school?

- a. From November 2015, when the Department announced the QA Program would be ending, to the start of the 2017-2018 award year, our institution had enough time to transition back to federal verification.
- b. Compared to the last full award year of our institution's participation in the QA Program, our institution anticipates an overall increase in the number of students that we will need to verify for the 2017-2018 award year.
- c. Compared to the last full award year of our institution's participation in the QA Program, our school institution anticipates an increase in the amount of information we will need to verify for each student selected for verification for the 2017-2018 award year.

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d. Even though the QA Program is ending after the 2016-2017 award year, our institution verified **all** the student records selected for **federal** verification and documented all the **federally** required information for the 2016-17 award year.

e. Even though the QA Program is ending after the 2016-2017 award year, our institution plans to continue to verify at least some student applications **beyond those** selected for **federal** verification when they meet our institution's selection criteria for the 2017-18 award year.

5. Which of the following best characterize the changes your institution has made or will make to verification processes due to the ending of the QA program after the 2016-17 award year? (check box, one or more)

- We will **only** verify applicants selected for federal verification'
- We will verify at least some applicants because they meet institution criteria, even if they are **not** selected for federal verification.
- We will **only** verify the information called for by federal verification using **only** federally acceptable documentation
- We will verify at least some information not required by federal verification or require additional documentation above and beyond federal requirements for at least some applicants

6. Looking back, what was the biggest positive AND the biggest negative about your institution's participation in the QA Program? (open-ended response)

7. Please mark the Federal Student Aid (FSA) assessments or activities your institution completed (or will complete) during the 2016-17 award year. (check all that apply, two are required)

Students

- Student eligibility
- Satisfactory Academic Progress
- Verification

Schools

- A Guide for Creating a Policy and Procedures Manual
- Consumer Information
- Default Prevention and Management
- Direct Loans
- Fiscal Management
- Institutional Eligibility
- Return of Title IV Funds

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Campus-Based Programs

- FSEOG
- FWS

Perkins

- Awarding and Disbursement
- Cancellation
- Due Diligence
- Forbearance and Deferment
- Repayment

Thank you for completing this customer satisfaction survey and for your institution's participation in the QA Program.