

Partner Email Survey Questionnaire

In an effort to better serve our partners, Federal Student Aid (FSA) would like to get your feedback on our monthly partner email. Please complete this three-question survey by ____ [Insert date] ____, 2018.

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 one minute 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 Federal Student Aid 830 First Street NE 32C2 Washington DC, 20202 directly. [Note: Please do not return the completed survey to this address.]

Question 1:

Is the monthly email helpful in providing information and resources to assist you in working with students/families?

Choose one:

5 4 3 2 1
Always helpful Often helpful Sometimes helpful Not very helpful Never helpful

Question 2:

How frequently would you like to receive an email from FSA?

Choose one:

- 1) On a recurring basis (such as monthly) ____
- 2) Occasionally when there is an important update ____
- 3) On a recurring basis (such as monthly), plus additional emails when there is an important update ____

[Skip logic used if answer #1 or #3 is selected]

How often would you like to receive an email?

Select one:

- 1) Monthly
- 2) Every other month
- 3) Quarterly

Question 3:

From the list of topics below, select the top three you would like to see in the email updates:

- 1) FAFSA updates
- 2) Loan Repayment Plan updates
- 3) New and updated resources
- 4) Upcoming events
- 5) Training opportunities
- 6) Updates on federal student aid programs
- 7) Other: _____