

Federal Student Aid 2018 In-School Financial Aid Satisfaction Survey

[PROGRAMMING INSTRUCTIONS IN ALL CAPS, BOLDED IN BRACKETS]

You have received this survey as part of an initiative the United States Department of Education Office of Federal Student Aid has undertaken to improve customer satisfaction for financial aid recipients who are enrolled in college.

The survey will take approximately five minutes to complete. CFI Group, an independent research and consulting firm, is conducting this survey, which is authorized by the U.S. Office of Management and Budget, Control No. 1845-0045. It is hosted via a secure server. Your responses will remain anonymous and will only be reported in aggregate form. If you have any questions, please contact survey@cfigroup.com.

Thank you in advance for your valuable feedback.

PRA Burden Statement

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 five 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 Federal Student Aid/Customer Experience Office/Customer Analytics Group at 830 First Street, NE Washington, DC 20202 or customersurveys@ed.gov directly. [Note: Please do not return the completed survey to this address.]

Introduction

Are you currently enrolled in college?

- 1 Yes **[CONTINUE WITH SOURCESEL]**
- 2 No **[END SURVEY]**

Information/Communication

THINKB Thinking back to the time before you took out any loans to fund your education, how would you characterize your degree of knowledge and understanding about financial aid?

- 1 None
- 2 Very little
- 3 Average
- 4 Above-average
- 5 Expert

SOURCESEL Where have you gone to find information about financial aid? (Select all that apply)
[MULTI-SELECT] [RANDOMIZE RESPONSE OPTIONS]

- 1 My school's online account

- 2 My school's financial aid counselors
- 3 U.S. Department of Education (e.g. FAFSA.gov, StudentAid.gov, StudentLoans.gov)
- 4 Student loan servicer
- 5 Social media
- 6 Family member or friend
- 7 Bank or credit union
- 8 Employer
- 9 Media (i.e., TV, radio, print ads)
- 10 Paid advisor/expert
- 11 Other **[OPEN END]**
- 12 I have not used any of these sources of information **[SKIP TO FORMATSEL]**

INFOTRUST Please rank your top three most trusted sources of information about financial aid.

[RANK ORDER TOP THREE]

- 1 My school's online account
- 2 My school's financial aid counselors
- 3 U.S. Department of Education (e.g. FAFSA.gov, StudentAid.gov, StudentLoans.gov)
- 4 Student loan servicer
- 5 Social media
- 6 Family member or friend
- 7 Bank or credit union
- 8 Employer
- 9 Media (i.e., TV, radio, print ads)
- 10 Paid advisor/expert
- 11 **[OTHER] [OPEN END FROM SOURCESEL "OTHER"]**

FORMATSEL Please select the ways you have received information about financial aid? **[MULTI-SELECT] [RANDOMIZE RESPONSE OPTIONS]**

- 1 Websites
- 2 Email
- 3 Text messages
- 4 Mobile apps
- 5 In-person
- 6 Printed materials
- 7 Other **[OPEN END]**
- 8 I do not receive information about financial aid in any of these formats **[SKIP TO INFO1]**

COMMTYPE What are the top three ways you prefer to receive information about financial aid? **[RANK ORDER TOP THREE]**

- 1 Websites
- 2 Email
- 3 Text messages
- 4 Mobile apps
- 5 In-person
- 6 Printed materials
- 7 **[OTHER] [OPEN END FROM FORMATSEL "OTHER"]**

Please think about all the different types of information you may get about financial aid, regardless of the source. On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", in general how would you rate the information you get about financial aid on:

INFO1 Clarity of information

INFO2 Usefulness

INFO3 Being available in a format you prefer (e.g., websites, text messages, etc.)

INFO4 Making clear any actions you need to take, if necessary

MAPP Federal Student Aid (FSA) is developing a mobile app to assist students like you in navigating the financial aid process. Considering your current experience with the financial aid process, what kind of mobile app features would be the most helpful to you? **[OPEN END]**

Award Administration

Think about the process to receive the financial aid you have been awarded. For example, the paperwork you may need to submit, visits to your school's financial aid office, getting your promissory notes signed, etc. Please also think generally about your experiences with the award administration process at your school. On the 1 to 10 scale with 1 as "Poor" and 10 "Excellent", please rate the award administration process at your school.

AWRD1 The timeliness of your award notification

AWRD2 The information they provide about your personal financial aid package

AWRD3 Making clear the steps you need to take to get your awarded funds (e.g., course registration requirements, etc.)

AWRD4 Making clear when your awarded funds will be available

AWRD5 Helpfulness of the financial aid staff you interact with

AWRD6 Knowledge of the financial aid staff you interact with

FINSPEND Do you use your financial aid funds to pay for any of the following: (Select all that apply)
[MULTI-SELECT]

- 1 School tuition and fees
- 2 Books and supplies
- 3 Living expenses including off-campus living expenses (i.e., room/board, rent, mortgage, transportation to school, medical insurance, basic food, etc.)
- 4 Other **[OPEN END]**

FINSPEND2 **[IF FINSPEND= 1,2,3]** On the 1 to 10 scale with 1 as "Poor" and 10 "Excellent", please rate how well your school did in explaining the financial aid process?

Entrance Counseling

GETCOUN Have you received entrance counseling for your student loans?

- 1 Yes
- 2 No **[SKIP TO COUNADD]**
- 3 I don't know **[SKIP TO COUNADD]**

COUNFORM What was the format of the counseling session(s) you attended?

- 1 Videotaped presentation
- 2 Online at Studentloans.gov
- 3 Private meeting with a financial aid counselor (in person, online, or over the phone)
- 4 Group meeting with financial aid counselor

5 Other (specify) **[OPEN END]**

On the 1 to 10 scale, with "1" being "poor" and "10" being "excellent", please rate the counseling you received on:

COUN1 Helpfulness of the information provided

COUN2 Convenience (i.e. time and place)

COUN3 Format (i.e. way the information was presented)

COUN4 Prepared you to make the best future decisions in managing your federal loans

COUNADD Does your school offer additional financial counseling beyond entrance counseling?

- 1 Yes
- 2 No
- 3 I'm not sure **[SKIP TO COUNIMP]**

[IF YES TO COUNADD, ASK:] Did you participate in the additional financial counseling?

- 1 Yes
- 2 No
- 3 I'm not sure

[IF NO TO COUNADD, ASK:] If your school offered additional financial counseling, would you participate in it?

- 1 Yes
- 2 No
- 3 I'm not sure

COUNIMP How could entrance counseling be improved? **[OPEN END]**

ACSI Benchmark Questions

Please think about your experiences this past academic year dealing with financial aid issues as you work on your post-high school education, including what was covered in this survey so far, and with anything else you can think of.

- ACSI1. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied", how satisfied are you with the financial aid process?
- ACSI2. Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has the financial aid process met your expectations?
- ACSI3. Imagine what an ideal process for financial aid for post-high school education would be like. How well do you think the financial aid process you deal with now compares with the ideal you just imagined? Please use a 10-point scale on which "1" means "not at all close to the ideal," and "10" means "very close to the ideal."

Outcome Measures

- CONFFIN Using a scale of 1 to 10 where “1” means “not at all confident” and “10” means “completely confident,” how confident are you that you will receive sufficient financial aid to meet your educational goals?
- CONFM On that same scale, how confident are you in your ability to manage your student loans both now and in the future?
- COMP1 Using a scale of 1 to 10 where “1” means “not at all important” and “10” means “very important,” how important has the aid you have received been to your ability to complete your program of study?
- CLOSE1 In your own words, how do you think the financial aid process could be improved to better serve students such as yourself? **[OPEN END]**

Background

DEG Have you completed any degrees or certifications?

- 1 Yes
- 2 No **[SKIP TO WORK]**

DEGCOMP What degrees or certifications have you completed?. Check all that apply. **[MULTI-SELECT]**

- 1 Certificate/licensure
- 2 Associates degree
- 3 Bachelor's degree
- 4 Master's degree
- 5 Professional degree (MBA, J.D., etc.)
- 6 Ph.D.
- 7 Other

WHYBACK Why have you decided to pursue additional higher education? Check all that apply. **[MULTI-SELECT]**

- 1 Continuing studies in same field
- 2 Pursuing new field or academic interest/career change
- 3 Returning to school due to unemployment or economic hardship
- 4 To have better job opportunities
- 5 Other **[OPEN END]**

WORK What is your employment status?

- 1 Not employed and not looking for work
- 2 Not employed and looking for work
- 3 Employed part time – one position
- 4 Employed part time – multiple positions
- 5 Employed full time
- 6 Self-employed

WRKSTD **[IF WORK = 3 OR 4]** Is work-study a part of your financial aid package?

- 1 Yes
- 2 No
- 3 Don't know/Not sure