

The U.S. Department of Education, Federal Student Aid seeks to continuously improve its interactions with its valued partners in the educational community. To that end, we are conducting a survey to assess your state grant agencies' satisfaction with the FAFSA Completion Initiative and provide you with an opportunity to share any ideas or feedback you may have to identify opportunities for improvement/assistance. This survey is voluntary. It should take you approximately 15 minutes to complete the survey.

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 15 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.]

Satisfaction

Please think about your experiences with the FAFSA Completion Initiative and the work involved getting student-specific FAFSA ISIR data in addition to the transfer of information to local education agencies/ high schools.

SAT1 Imagine an ideal process for high school counselors to assist high school students with completing the FAFSA. How well do you think the FAFSA Completion Initiative (making available student specific data) facilitates this process compared to an ideal process? 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."

General

The FAFSA Completion Initiative authorizes state grant agencies to allow school districts, high schools, and certain designated entities limited access to eight data elements of FAFSA information:

- ((1) the student's last name;*
- (2) the student's first name and middle initial;*
- (3) the student's date of birth;*
- (4) the student's zip code (not full address);*
- (5) if filed, the date the FAFSA form was submitted to the Department;*
- (6) the date the Department processed the FAFSA form, if applicable; and,*
- (7) a flag indicating the need for the FAFSA applicant to provide additional information, if applicable; and (8) a FAFSA completion status flag, as determined by the state student grant agency (i.e., FAFSA not submitted, FAFSA complete, or FAFSA incomplete).*

GEN1-Does your state grant agency or territory make student-specific FAFSA data available such as the eight data elements of the Institutional Student Information Record (ISIR) to:[Check all that apply.]

- a. School Districts (Local Education Agencies)
- b. Individual High (Secondary) Public Schools
- c. Private, Parochial, or Charter High (Secondary) schools
- d. Designated Entities (e.g. non-profit, college access organizations)
- e. Designated Entities as listed in Dear Colleague letter (e.g. Gear Up, TRIO, American Indian/Alaska Native tribes)
- f. None (please skip to OUTREACH1)

GEN2 [If GEN1=a] In your state, how many school districts do you make FAFSA (ISIR) data available to? [Recode to percentage based on CCD number of school districts for each state.]

Number: _____

Gen 3[If Gen1=a] Are the majority of school districts that your state makes FAFSA (ISIR) data available to largely concentrated in the following geographic areas*:

*** The National Center for Education Statistics definitions for locale are found here:**

https://nces.ed.gov/programs/edge/docs/LOCALE_CLASSIFICATIONS.pdf

- a. Urban areas
- b. Suburban areas
- c. Town areas
- d. Rural areas
- e. All of the above.

Gen 4 During the course of each school year, what month do you typically *first* make the student-specific FAFSA data available to your school districts? [Capture survey respondent text]

- a. January
- b. February
- c. March
- d. April
- e. May
- f. June
- g. July
- h. August
- i. September
- j. October
- k. November
- l. December

GEN 5 How does your state grant agency receive the state list of high school seniors data for matching FAFSA ISIR data?

- A. From school districts
- B. From high schools
- C. From another state agency
- D. Another office within your state agency
- E. Other (please specify)

GEN6 How often does your state grant agency get the list of high school seniors from your state? [Capture survey respondent text]

Gen 7 [If Gen1=b]

What is your state grant agency's level of effort for engaging with high school / high school counselors?

- a. none
- b. minimal/low level of effort
- c. standard/normal level of effort
- d. high level of effort

GEN8 Do you have an individual or a division at your state grant agency that provides outreach to districts, high schools, or college access networks regarding FAFSA Completion (using the data made available, creating FAFSA campaigns or events, etc)?

- a. Yes. If yes, Who or what division? [Capture survey respondent text]
- b. No

GEN9 What is preventing all of the school districts in your state from receiving student-specific FAFSA data?

[Capture survey respondent text and recode]

GEN10 [If GEN1=b or c] In your state grant agency or territory, how many high (secondary) schools get the FAFSA (ISIR)data? (Validate numbers, no negative numbers)

___ number of public high (secondary)schools

___ number of private, parochial, or charter (secondary) schools

GEN11 [If GEN1=c] What process did you use to share information with private, parochial, or charter high (secondary) schools?

- a. Same process used for other public schools
- b. A different process than we use with public schools (please describe in detail)
[Capture survey respondent text]

GEN12 [If GEN1≠ c] Why doesn't your state grant agency make student-specific FAFSA data available such as the eight data elements of the Institutional Student Information Record (ISIR) to Private, Parochial, or Charter schools ? (please explain)
[Capture survey respondent text]

GEN13 -In your state grant agency or territory, how frequently do you make the ISIR data available for schools, school districts, or designated entities?

- a. Daily
- b. Weekly
- c. Biweekly
- d. Monthly
- e. Periodically
- f. Other (be specific) **[Capture survey respondent text]**

GEN14- In your state grant agency or territory, if a school counselor or a school district has questions regarding the ISIR data, what office and contact information would be provided? **[Capture survey respondent text]**

GEN15- Does your state grant agency or territory work with the National College Access Network (NCAN) (<https://members.collegeaccess.org/cgi-bin/utilities.dll/CustomList?SQLNAME=ORGLIST&WHP=organization.htm&WBP=organizationList.htm&o.ISMEMBERFLG=Y&SORT=sr.STATENAME,o.ORGNAME&RANGE=1/10000>) on the FAFSA Completion Initiative?

- a. Yes
- b. No
- c. I don't know.

GEN15a Does your state grant agency or territory work with any other Designated Entities (e.g. non-profit, college access organizations) on the FAFSA Completion Initiative?

- a. Yes. If so, which one(s)? (please specify) (skip to GEN16c)
- b. No
- c. I don't know.

GEN16 [If (GEN15/GEN15a)=b or c] Would you like to work with any other Designated Entities (e.g. non-profit, college access organizations, etc.) on the FAFSA Completion Initiative?

- a. Yes
- b. No
- c. I'm not sure

GEN16a [If GEN15 =a] Has there been benefits to with working with NCAN on the FAFSA Completion Initiative? [Capture survey respondent text]

Gen 16b [If GEN15 =a] Has there been any challenges working with NCAN on the FAFSA Completion Initiative? Please explain.[Capture survey respondent text]

GEN16c [If GEN15 a=a] Has there been benefits to with working with this designated entity on the FAFSA Completion Initiative? [Capture survey respondent text]

Gen 16d[If GEN15 a=a] Has there been any challenges working with this designated entity on the FAFSA Completion Initiative? Please explain. [Capture survey respondent text]

GEN17 Does your state grant agency or territory track which school districts/schools use the student specific FAFSA data?

- a. Yes
- b. No

GEN18 How does your state grant agency or territory encourage participation with non-participating school districts and/or schools? [Capture survey respondent text]

GEN19 Does your state grant agency or territory include the FAFSA Completion Initiative in any strategic objective, strategic goal, or performance metric?(If so, please explain.) [Capture survey respondent text] [skip to Tools1]

OUTREACH1 What challenges have you encountered that prevent you from participating in the FAFSA Completion Initiative?(Check all that apply)

- a. Did not know participating in the Initiative was an option
- b. No leadership buy in
- c. Don't understand the process/requirements
- d. Don't have staff to build or maintain the secure data tool
- e. Data security & privacy concerns internally
- f. Data security & privacy concerns externally
- g. Not able to get the state data to match against the ISIR
- h. Other (please specify)

OUTREACH2 Has your state grant agency or territory been contacted by a college access organization to assist with the FAFSA Completion Initiative? Organizations can be found here: <https://members.collegeaccess.org/cgi-bin/utilities.dll/CustomList?SQLNAME=ORGLIST&WHP=organization.htm&WBP=organizationList.htm&o.ISMEMBERFLG=Y&SORT=sr.STATENAME,o.ORGNAME&RANGE=1/10000>

- a. Yes (Skip to END1)
- b. No (Skip to END1)
- c. Not sure (Skip to END1)

- d. Other (please list the name of organizations) (Skip to END1)

Tools

Some states use a data tool to upload or distribute their student specific FAFSA ISIR data to school districts and schools.

Tools 1-Does your state grant agency or territory use a data tool to upload and/or make student specific FAFSA ISIR data available?

- a. Yes
- b. No [skip to Tool5]

Tool1a-[If Tool1=a] What is the name(s) of the data tool that your state uses for the FAFSA Completion Initiative?

- a. FAFSA Completion Portal (developed by Colorado)
- b. Counselors Suite
- c. Our state or jurisdiction does not currently use a tool
- d. Other (specify) [Capture survey respondent text]

Tool2-In your state grant agency or territory, how often is training available on the data tool(s) that you use? [Capture survey respondent text]

**Tool3-What company or organization conducts the training?
[Capture survey respondent text]**

Tool4- If there were variables you could add to the list of data to be shared with schools districts/high schools, what would it be? [Capture survey respondent text]

Tool5-[If Tool1=b] Would your state grant agency or territory be interested in using a data tool to upload and/or distribute student specific FAFSA ISIR data?

- a. Yes
- b. No
- c. I'm not sure.

Resources

RES1 On the following list, what assistance would your state grant agency or territory like more information with? [Check all that apply.]

- a. Help get the student specific FAFSA Completion Data (ISIR data) to the school districts and individual schools.
- b. Sample copies of data sharing agreements

- c. Have someone provide technical assistance
- d. Have someone provide in-person training
- e. Have someone provide a webinar
- f. Have blogs available related to the FAFSA Completion project
- g. Financial or staff capacity resources
- h. Other (please specify)

RES2- What are some of the challenges in carrying out the FAFSA Completion Initiative’s availability of student specific data in your state? (Check all that apply)

- a. Financial reasons
- b. Not enough technical support staff
- c. Counselors are not adequately trained to on how to use/interpret the data
- d. Frequent high school counselors/staff turnover resulting in need of new agreements
- e. Lack of designated personnel
- f. Lack of “buy-in” from the Governor’s office or state department executive level
- g. It’s not a state requirement
- h. Inability to share all eight data elements from the ISIR
- i. School districts/high school counselors are too overworked
- j. Other (be specific) **[Capture survey respondent text]**

RES2a Please rank (in order) your top three challenges.

- 1. _____
- 2. _____
- 3. _____

RES3 [if RES2=a]What are the financial reasons?

- a. No designated budget
- b. Not enough money for new staff
- c. Not enough money to buy the data tool
- d. Other (be specific) **[Capture survey respondent text]**

RES4 [if RES2=a] For your state grant agency, what is your estimate of necessary funds to improve effectiveness of the FAFSA Completion Initiative for the following categories: (Please list a positive whole number without dollar signs or commas. For example, for \$10,000.00 write 10000.) (Validate numbers, no negative numbers, dollar signs, or commas)

- a. Administrative (start up, implementation and ongoing efforts for data sharing agreements, user and data management)
Approximately \$ _____
- b. FAFSA Completion data tool (hosting, server maintenance, updates)
Approximately \$ _____
- c. Marketing & Outreach efforts (publicity, events, training & education)
Approximately \$ _____

- d. Student and counselor support **Approximately \$_____**

RES5 [if RES2=h] What are the reason(s) for not sharing the eight data elements from the ISIR? (Check all that apply)

- a. State laws
- b. Federal laws
- c. Privacy concerns
- d. Other (be specific) **[Capture survey respondent text]**

RES6 [If RES5= c]What are the challenges regarding privacy? Please state or reference the legislation and provide a link to the legislation (if available) **[Capture survey respondent text]**

RES7 How many staff at the state-level are dedicated to the FAFSA Completion Initiative? (Please enter a positive number or zero.)

Full-time **(Validate numbers, no negative numbers, dollar signs, or commas)**

Part-time **(Validate numbers, no negative numbers, dollar signs, or commas)**

Episodic **(Validate numbers, no negative numbers, dollar signs, or commas)**

As needed **(Validate numbers, no negative numbers, dollar signs, or commas)**

Other **[Capture survey respondent text]**

RES8 How many additional staff is needed to improve effectiveness for carrying out the student specific FAFSA completion project in your state? **[Capture survey respondent text]**

RES9 In a typical year, how frequently do you experience staff turnover on the student-specific FAFSA Completion Initiative ? **[Capture survey respondent text]**

Contact1 [If Gen1=b]Who is the state’s typical point of contact for sharing student specific FAFSA ISIR data at Individual Public High (Secondary) Schools?

- a. High school counselors
- b. High school Principals
- c. Other (please specific)

Contact2 [If Gen1=a]Who is the state’s typical point of contact for sharing student specific FAFSA ISIR data at School Districts (Local Education Agencies)? (capture text)

- a. School district data staff
- b. School district Superintendent

Contact3 [If Gen1=b]Who is the state’s typical point of contact for sharing student specific FAFSA ISIR data at Private, Parochial, or Charter High (Secondary) schools?

- a. High school counselors

- b. High school Principals
- c. Other (please specific)

Conclusion

END1 In your view, what would be considered “easy changes” or “a game changer” to your current framework for using the FAFSA completion data that would create the largest impact? (please be specific) [Capture survey respondent text]