

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 6 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/Business Operations/Vicki Adkins at 202-377-4352 or via email at vicki.adkins@ed.gov directly.

### **Information for Financial Aid Professionals (IFAP) web site Survey**

1. The overall layout of the IFAP website is intuitive and easy to navigate:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

2. The links on the IFAP website that I visit most often are easy to find on the page:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

3. The IFAP Search Engine provides results that are helpful in obtaining the information that I am seeking:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

4. I use the IFAP calendar often to learn about deadlines, training sessions, or conferences related to Federal Student Aid:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

5. I visit the IFAP website often to obtain the latest information regarding the administration of the Title IV Programs:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

6. The "Help" link contains useful information that has helped me navigate the website or to find the correct Customer Service Center to receive the assistance I need:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

7. The IFAP subscription emails help me to keep abreast of the latest publications to the IFAP website:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

8. The IFAP subscription emails help me to find what I need faster:

Strongly Agree  Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

9. The podcast page on the IFAP website is useful in obtaining new training:

Agree  Strongly Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

10. The IFAP web site helps me with my job.

Agree  Strongly Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

11. I wish the IFAP web site was scalable for a tablet and cell phone usage.

Agree  Strongly Agree  Neither Agree or Disagree  Disagree  Strongly Disagree

12. I have the following suggestions regarding the IFAP web site:

Type your comments here.
--------------------------