

# Federal Student Aid Feedback system Customer Satisfaction Survey

## **[Programming instructions in bold brackets]**

You have received this survey as part of an initiative the United States Department of Education's Office of Federal Student Aid has undertaken to improve customer satisfaction for customers who contacted Federal Student Aid through the [Feedback system](#).

The survey is conducted by the CFI Group, a Michigan-based consulting company. Your responses will remain anonymous and will only be reported to Federal Student Aid in aggregate form. Thank you in advance for your help!

### 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 10 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](mailto:customersurveys@ed.gov) directly. [Note: Please do not return the completed survey to this address.]

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### Preliminary

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1. Have you received the final response from Federal Student Aid regarding the feedback you submitted?
  - a. Yes **[Proceed to Question #2]**
  - b. No **[Close survey]**

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### Information

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Please think about the information the Federal Student Aid representative provided to you. On a scale from 1 to 10, where "1" means "poor" and "10" means "excellent", how would you rate:

2. The usefulness of the information
3. The ease of understanding the information

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### Method of Contact

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4. How did you first contact the Federal Student Aid Feedback system?
  - a. Online through the [website](#)
  - b. Telephone
  - c. Email
  - d. Mail
  - e. Fax

**[If Q4=a]** Please think about your experience using the website. On a scale of 1 to 10, with “1” being “poor” and “10” being “excellent,” how would you rate the website on the following:

5. Ease of Use
6. Logical flow of the submission process
7. Clarity of the information you received about the next steps

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Service

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Please think about the Federal Student Aid Feedback system representative(s) you dealt with. On a scale from 1 to 10 with “1” being “poor” and “10” being “excellent,” how would you rate them on the following:

8. Their courtesy
9. Willingness to help
10. Having the knowledge required to assist with your type of issue or concern.
11. Ability to clearly and fully answer your questions
12. Time they took to resolve your issue or concern
13. Making clear to you the next steps you needed to take (if applicable)
14. Their availability

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ACSI Benchmark Questions

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Please think about your experiences dealing with Federal Student Aid Feedback system during the process to resolve the feedback you submitted.

15. Using a 10-point scale on which “1” means “very dissatisfied” and “10” means “very satisfied,” how satisfied are you with the Federal Student Aid Feedback system?

16. Using a 10-point scale on which “1” means “falls short of your expectations” and “10” means “exceeds your expectations,” to what extent have your experiences with and service from Federal Student Aid Feedback system met your expectations?

17. Imagine what you think would be the ideal process and experience for working with Federal Student Aid. How well did the Federal Student Aid Feedback system’s service compare with that ideal? 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.”

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Manage My Cases

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18. After initially contacting the Federal Student Aid Feedback system, did you use the Feedback system’s “Manage My Cases” feature?

- a. Yes
- b. No

19. **[If Q18=a]** Briefly tell us your experience using the Feedback system's "Manage My Cases" feature. **[open end]**

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Closing

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20. Based on your experience with the Federal Student Aid Feedback system, how likely would you be to recommend others use the system to seek assistance with help in resolving federal student aid issues? Please use a 10 point scale in which "1" means "not likely" and "10" means "very likely."

21. After your final contact with the Federal Student Aid Feedback system, do you feel that you know more about your federal student aid issues and how to handle your situation without further assistance from Federal Student Aid?

- a) Yes
- b) No
- c) Not sure

22. **[If Q21=b]** In a sentence or two, briefly describe why you responded "No". **[open end]**

23. Please use the space below to provide us with any additional thoughts you may have about the feedback service that Federal Student Aid provides. Please be as detailed as possible. **[open end]**