Federal Student Aid
Schools Partners Survey

Introduction

The U.S. Department of Education, Federal Student Aid (FSA) seeks to continuously improve its interactions with its valued business partners in the schools' community in the administration of Title IV programs. To that end we are conducting a brief survey to assess our performance and provide you with an opportunity to share any ideas or feedback you may have to help us better serve you. Your participation in the survey is voluntary. This survey should take you approximately 5 minutes to complete.

The survey is conducted by the CFI Group, a Michigan-based consulting company, and is hosted on their secure servers. Your responses will remain confidential to FSA; we hope this will allow you to feel free to be candid in your feedback to us.

Please click the "Next" button below to begin 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 5 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.]

Rating Questions

Please think about your experiences interacting with Federal Student Aid (FSA) in the Title IV administration process **in the past three months**, and rate the following items using a scale of 1-10 with 1 being "poor" and 10 being "excellent." If a question does not apply to your recent experiences with FSA, please click "Not Applicable/Did not use":

EDEXP   The ease of using EDExpress
FAAAC   The ease of using FAA Access
COD   The ease of using Common Origination and Disbursement (COD) systems
NSLDS   The ease of using National Student Loan Data systems
IFAP   The ease of searching IFAP (ifap.ed.gov) to find the information you need

ASSIST   The assistance you received from FSA or one of its vendors when you last called or contacted us for help regarding a system or process

WHOLAST **[if answered ASSIST]** Who did you last call or contact at FSA or its vendors for assistance? **[randomize choice list]**
1   REACH FSA phone line (855-FSA-4FAA)
2   COD School Relations Center
3   Loan Servicing Centers (for Schools)
4   NSLDS Customer Care Center
5   CPS/SAIG/2-Factor Authentication Technical Support (includes EDExpress/FAA Access)

6   FSA staff member (email or phone calls directly to an individual staff member or office)
7   Other **(specify)**

TRAIN   The knowledge you acquired from attending your last training session presented by an FSA trainer (not the Fall 2018 FSA Training Conference)?

CONF   The helpfulness of the Fall 2018 FSA Training Conference in Atlanta (if attended; please choose "N/A" if you did not attend)

OVRASST The quality of assistance you received from FSA to address your last eligibility or oversight issue

OVRFAIR **[If answered OVRASST]** Extent to which you believe your eligibility or oversight issue was resolved in a transparent and fair manner (i.e, consistent with Title IV Regulations)

IFAPCOM The usefulness of FSA provided communications on IFAP

CALLWHO Extent to which you are clear about who to call if you are having a problem

EASEBUS The overall ease of doing business with Federal Student Aid

POLICY On a scale of 1-10, with 1 being "not at all impactful" and 10 being "very impactful", to what extent has your ease of doing business with FSA been impacted by policy or regulatory changes?

POLAFF **[If answered POLICY 5-10]** In what way have policy changes affected your interactions with FSA?
        (enter verbatim response)

Verification

VERIF   What is your school's policy on the number of financial aid applicants FAFSAs your school verifies?
        1   We verify only what FSA selects
        2   We verify more than what FSA selects, but not everyone
        3   We verify everyone

VERWHY **[if VERIF= 2 or 3]** Why does your school verify more financial aid applicants than what the Department selects for verification? **[capture open end]**

VCOST   What would you estimate your institution's dollar cost to verify a single V1 applicant to be? (Please use numbers only, round to the nearest dollar, omit the dollar sign ($), and do not add commas.) **[Please validate that it's a non-negative numerical response without commas or decimal places.]**

Closing

C_FREQ How often do you typically contact FSA (e.g. FSA contractor, FSA Call Center, or program participant) for assistance with a system or process related to Title IV administration? [choose one]

     1   Never
     2   Less than 5 times per year
     3   5-10 times per year
     4   More than 10 times per year

EXP How long have your work duties included activities related to Title IV loan administration?
     1   Less than 6 months
     2   6 months to less than 2 years
     3   2 years to less than 5 years
     4   5 years or more

CLOSE1. Finally, what is the most urgent improvement (that is not statutory, nor regulatory) that you would like FSA to make in the Title IV administration process?
(enter verbatim response)

Thank you again for your time. To complete the survey and submit the results, please hit the "Submit"' button below. Have a good day!

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CFI Group
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