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Design RESEARCH SCREENER Questions

Digital & Customer Care Platform & Services

April 4, 2019 | Version 2

## Federal Student Aid User Research Participant Recruiting Questionnaire

**We are recruiting parents, students, and borrowers for user experience research studies.**

Register today to share feedback to improve the FAFSA form and federal student aid experience.

These questions allow us to better match you with specific feedback sessions. Only answer questions you feel comfortable with, but the more information we have the better our matches will be. We will only use your address and phone number to coordinate your participation in the study.

Respondent burden: 6 minutes

OMB Control #: 1845-0045

Expiration date: 9-30-2019

Survey Disclaimer: According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1845-0045. The time required to complete this information collection is estimated to average 6 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. 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 the Office of Federal Student Aid 830 First Street NE Washington DC 20202 directly.

## Screening questions

|  |  |  |  |
| --- | --- | --- | --- |
|  | Screener Question POOL | Yes | No |
| 1 | Would you be willing to participate in an interview? | **Proceed** | Exclude |
| 2 | How would you rate your fluency in English? |  |  |
|  | * Native
 | **Proceed** | Exclude |
|  | * Fluent
 | **Proceed** | Exclude |
|  | * Conversational
 | **Proceed** | Exclude |
|  | * Beginner
 | Exclude | **Proceed** |
| 3 | Are you currently living in the U.S.? If yes, what state/territory?  | **Proceed** | Next Question |
|  | * Would you be willing to be interviewed over the phone or through video conferencing?
 | **Proceed** | Exclude |
| 4 | Are you under 18? | **Proceed** | Exclude |  |
| 5 | How many times have you filled out the FAFSA form? |  |  |
|  | * 0
 | **Proceed** | **Proceed** |
|  | * + What are your reasons for choosing not to?
 | [Text Field] |
|  | * 1
 | **Proceed** | **Proceed** |
|  | * 2-4
 | **Proceed** | **Proceed** |
|  | * 5+
 | **Proceed** | **Proceed** |
| 6 | Have you ever participated in a market research discussion group or individual interview with the Department of Education or Federal Student Aid before? | **Proceed** | **Proceed** |
| 6a | * When was the last time you participated in a market research discussion group or individual interview?
 |  |  |
|  | * + Within the past 3 months
 | Exclude | **Proceed** |
|  | * + 3 months–year
 | **Proceed** | **Proceed** |
|  | * + Over one year ago
 | **Proceed** | **Proceed** |  |
| 7 | What is the highest level of education you have completed? |  |  |
|  | * Some high school
 | Exclude | **Proceed** |
|  | * High school graduate
 | **Proceed** | **Proceed** |
|  | * Some college
 | **Proceed** | **Proceed** |
|  | * College graduate (4-year or 2-year college)
 | **Proceed** | **Proceed** |
|  | * Some grad school
 | **Proceed** | **Proceed** |
|  | * Post-graduate degree
 | **Proceed** | **Proceed** |
| 8 | When did you graduate? [If 2-6 in question 7] |  |  |
|  | * 0–5 months ago
 | **Proceed** | **Proceed** |
|  | * 6–12 months ago
 | **Proceed** | **Proceed** |
|  | * 1–2 years ago
 | **Proceed** | **Proceed** |
|  | * 2+ years ago
 | **Proceed** | **Proceed** |
|  | * Don’t know/Not sure
 | **Proceed** | **Proceed** |
| 9 | Have you received financial aid from the federal government to help pay for school? (Check all that apply) |  |  |
|  | * Loans
 | **Proceed** | **Proceed** |
|  | * Grants
 | **Proceed** | **Proceed** |
|  | * Work-Study
 | **Proceed** | **Proceed** |
|  | * Not sure/Other
 | **Proceed** | **Proceed** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | LOAN QUESTION POOL [If 1 (“Loans”) is checked from question 10] |  |  |
| 10 | What types of loans have you received? (Check all that apply) |  |  |
|  | * Direct subsidized
 | **Proceed** | **Proceed** |
|  | * Direct unsubsidized
 | **Proceed** | **Proceed** |
|  | * Direct Parent PLUS
 | **Proceed** | **Proceed** |
|  | * Direct Grad PLUS
 | **Proceed** | **Proceed** |
|  | * Federal Perkins
 | **Proceed** | **Proceed** |
|  | * Stafford
 | **Proceed** | **Proceed** |
|  | * Direct Consolidated
 | **Proceed** | **Proceed** |
|  | * Not sure/Other
 | **Proceed** | **Proceed** |
| 11 | Have you started paying back your loans? |  |  |
|  | * Yes
 | **Proceed** | **Proceed** |
|  | * No
 | **Proceed** | **Proceed** |
|  | * Don’t know/Not sure
 | **Proceed** | **Proceed** |
| 12 | Which of the following best describes your situation in regard to making payments on your student loans? |  |  |
|  | * I am in a grace period
 | **Proceed** | **Proceed** |
|  | * I am making payments on time
 | **Proceed** | **Proceed** |
|  | * I am behind on my payments
 | **Proceed** | **Proceed** |
|  | * My loans are in default
 | **Proceed** | **Proceed** |
|  | * My loans are in deferment or forbearance
 | **Proceed** | **Proceed** |
|  | * I completed my payments
 | **Proceed** | **Proceed** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | EMPLOYMENT QUESTION POOL |  |  |
| 13 | Which of the following best describes your current employment situation?   |  |  |
|  | * Employed full time
 | **Proceed** | **Proceed** |
|  | * Employed part time
 | **Proceed** | **Proceed** |
|  | * Not employed, seeking work
 | **Proceed** | **Proceed** |
|  | * Not employed, not seeking work
 | **Proceed** | **Proceed** |
| 14 | Which of the following best describes your employer? [If 1-2 from question 13] |  |  |
|  | * Government organizations (federal, state, local, or tribe)
 | **Proceed** | **Proceed** |
|  | * Not-for-profit organizations
 | **Proceed** | **Proceed** |
|  | * Private business
 | **Proceed** | **Proceed** |
|  | * Other
 | **Proceed** | **Proceed** |
|  | * Don’t know/Not sure
 | **Proceed** | **Proceed** |

## Demographic questions

|  |  |  |  |
| --- | --- | --- | --- |
|  | Demographic question POOL |  |  |
| 1 | How old are you?  | 18–19 | 20–24 | 25–40 | 41+ |
| 2 | Can you claim anyone as a dependent?  | Yes | No |
|  | * What is your dependent’s education level(s)? (Check all that apply)
 | Less than High School | High School or GED | Associate Degree | Bachelor’s Degree | Vocational or Other | Some college, No Degree | Other |
| 3 | Have you served in the military? | Yes | No |
| 4 | Are you of Hispanic or Latino origin? | Yes | No |
| 5 | What race do you most identify with? (Check all that apply) | American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or Other Pacific Islander | White  |
| 6 | What’s your parent’s education level? | Neither Parent Completed college or Beyond | One Parent Completed College or Beyond | Both Parents Complete College or Beyond |
| 7 | Marital Status?  | Single | Married | Divorced | Other (Please Specify) |
|  | * Other?
 | [Text Field] |
| 8 | Which bracket best describes your annual household income? | $0–25,000 | $26,000 – 50,000 | $51,000 – 75,000 | $76,000 – 125,000 | $126,000-150,000 | $150,000+ | Don’t know/Not sure | Prefer not to answer |
| 9 | Are you currently attending school? | Online | In-person | Both | Leave of Absence | Withdrew | Graduated  |
| 10 | Are your dependents currently attending school? (Check all that apply) [If yes to question 2] | Two-year Public | Four-year Public | Two-year Private | Four-year Private | Proprietary | Vocational  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Currently Enrolled POOL |  |  |  |  |
| 1 | What type of school did you apply to/were you enrolled in?  | Two-year Public | Four-year Public | Two-year Private | Four-year Private | Proprietary | Vocational  |
| 2 | Degree pursuing?  | Certificate | 1st Bachelors | Associate degree | Bachelors | Graduate | PhD | Undecided |
| 3 | Enrollment status/plan  | Part-time | Full-time |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Completed/Withdrew POOL |  |  |  |
| 1 | How much student debt do you have?  | < $10,000 | $10,001–$25,000 | $25,001–$75,000 | $75,001–$100,000 | > $100,000  | Unsure |
| 2 | What is your current repayment plan?  | Standard | Income Driven Repayment (IDR) | Graduated Payment Plan | Extended Payment Plan | Unsure |
|  | * IDR?
 | Don’t know/Unsure | Income-Based Repayment (IBR) | Income-Contingent Repayment (ICR) | Pay As You Earn (PAYE) | Revised Pay As You Earn (REPAYE) |
| 3 | Have you ever defaulted on your federal student loans? | Yes | No |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Contact POOL |  |  |  |
| 1 | Name  |  |  |  |  |  |  |
| 2 | Email  |  |  |  |  |  |
| 3 | Address | Street, Street 2, City, State, Zip |  |
| 4 | Phone |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Additional Question Pool |  |  |  |
| 1 | Would you be willing to participate in usability testing of new Department of Education websites or apps? | Yes | No |
| 2 | What gender do you identify as? | Male | Female | Transgender | Not Listed | Prefer Not to Answer |
| 3 | Are you, or is anyone in your home, a government employee? | Yes | No |
| 4 | Do you use a computer? | Yes | No |
| 5 | About how many hours per week do you spend on the computer?  | 0 to 10 | 11 to 25 | 26+ hours per week |  |
| 6 | What computer platform/operating system do you usually use? | Mac OS | Microsoft Windows | iOS | Android | Other [text] |
| 7 | What Internet browser(s) do you usually use? | Chrome | Firefox | Safari | Internet Explorer | Edge | Other [text] |
| 8 | How did you hear about the opportunity to participate in Federal Student Aid research? |  |  |  |  |
| 9 | How do you typically access the internet? (Check all that apply) | Smartphone | Tablet | Personal Computer | Public or Shared Computer | Work Computer |
| 10 | Do you use any assistive devices, such as screen readers or braille display, to access the internet? (If no, leave blank) | Yes | No |  |  |  |
|  | * What device?
 | [Text Field] |  |  |  |  |
| 11 | Have you or are you in the process of transferring schools? | Yes | No | Not sure |  |  |
| 12 | When do you anticipate graduating? | Less than 6 months | In 6 months–1 year | In more than 1 year |  |  |
| 13 | Have you considered the Public Service Loan Forgiveness program (PSLF)?  | Yes, I am hoping to qualify | Yes, but I am not eligible | No, I am not interested | No, I don’t have enough information |  |