

# 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

<b>2</b>	How would you rate your fluency in English?		
	• Native	<b>Proceed</b>	Exclude
	• Fluent	<b>Proceed</b>	Exclude
	• Conversational	<b>Proceed</b>	Exclude
	• Beginner	Exclude	<b>Proceed</b>
<b>3</b>	Are you currently living in the U.S.? If yes, what state/territory?	<b>Proceed</b>	Next Question
	• Would you be willing to be interviewed over the phone or through video conferencing?	<b>Proceed</b>	Exclude
<b>4</b>	Are you under 18?	<b>Proceed</b>	Exclude
<b>5</b>	How many times have you filled out the FAFSA form?		
	• 0	<b>Proceed</b>	<b>Proceed</b>
	o What are your reasons for choosing not to?		[Text Field]
	• 1	<b>Proceed</b>	<b>Proceed</b>
	• 2-4	<b>Proceed</b>	<b>Proceed</b>
	• 5+	<b>Proceed</b>	<b>Proceed</b>
<b>6</b>	Have you ever participated in a market research discussion group or individual interview with the Department of Education or Federal Student Aid before?	<b>Proceed</b>	<b>Proceed</b>
<b>6a</b>	• When was the last time you participated in a market research discussion group or individual interview?		
	o Within the past 3 months	Exclude	<b>Proceed</b>
	o 3 months-year	<b>Proceed</b>	<b>Proceed</b>
	o Over one year ago	<b>Proceed</b>	<b>Proceed</b>
<b>7</b>	What is the highest level of education you have completed?		
	• Some high school	Exclude	<b>Proceed</b>

	<ul style="list-style-type: none"> <li>High school graduate</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Some college</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>College graduate (4-year or 2-year college)</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Some grad school</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Post-graduate degree</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
<b>8</b>	When did you graduate? [If 2-6 in question 7]		
	<ul style="list-style-type: none"> <li>0-5 months ago</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>6-12 months ago</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>1-2 years ago</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>2+ years ago</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Don't know/Not sure</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
<b>9</b>	Have you received financial aid from the federal government to help pay for school? (Check all that apply)		
	<ul style="list-style-type: none"> <li>Loans</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Grants</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Work-Study</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Not sure/Other</li> </ul>	<b>Proceed</b>	<b>Proceed</b>

LOAN QUESTION POOL [If 1 ("Loans") is checked from question 10]			
<b>10</b>	What types of loans have you received? (Check all that apply)		
	<ul style="list-style-type: none"> <li>Direct subsidized</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>Direct unsubsidized</li> </ul>	<b>Proceed</b>	<b>Proceed</b>

	<ul style="list-style-type: none"> <li>• Direct Parent PLUS</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Direct Grad PLUS</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Federal Perkins</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Stafford</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Direct Consolidated</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Not sure/Other</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
<b>11</b>	Have you started paying back your loans?		
	<ul style="list-style-type: none"> <li>• Yes</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• No</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• Don't know/Not sure</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
<b>12</b>	Which of the following best describes your situation in regard to making payments on your student loans?		
	<ul style="list-style-type: none"> <li>• I am in a grace period</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• I am making payments on time</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• I am behind on my payments</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• My loans are in default</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• My loans are in deferment or forbearance</li> </ul>	<b>Proceed</b>	<b>Proceed</b>
	<ul style="list-style-type: none"> <li>• I completed my payments</li> </ul>	<b>Proceed</b>	<b>Proceed</b>

<b>EMPLOYMENT QUESTION POOL</b>			
<b>13</b>	Which of the following best describes your current employment situation?		
	<ul style="list-style-type: none"> <li>• Employed full time</li> </ul>	<b>Proceed</b>	<b>Proceed</b>

	<ul style="list-style-type: none"> <li>Employed part time</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Not employed, seeking work</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Not employed, not seeking work</li> </ul>	Proceed	Proceed
<b>14</b>	Which of the following best describes your employer? [If 1-2 from question 13]		
	<ul style="list-style-type: none"> <li>Government organizations (federal, state, local, or tribe)</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Not-for-profit organizations</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Private business</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Other</li> </ul>	Proceed	Proceed
	<ul style="list-style-type: none"> <li>Don't know/Not sure</li> </ul>	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? <ul style="list-style-type: none"> <li>What is your dependent's education level(s)? (Check all that apply)</li> </ul>	Yes			No				
		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		

<b>CURRENTLY ENROLLED POOL</b>								
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	1 <sup>st</sup> Bachelors	Associate degree	Bachelors	Graduate	PhD	Undecided
3	Enrollment status/plan	Part-time			Full-time			

<b>COMPLETED/WITHDREW POOL</b>								
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	Income-Based	Income-	Pay As You Earn	Revised Pay As You Earn (REPAYE)		

		know/Unsure	Repayment (IBR)	Contingent Repayment (ICR)	(PAYE)	
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				
	<ul style="list-style-type: none"> <li>What device?</li> </ul>	[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		