

Federal Student Aid

myStudentAid App Questionnaire

Note: Items in BOLD will not be seen by respondent

Introduction

The survey will take approximately 4 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this survey on behalf of the U.S. Department of Education, office of Federal Student Aid. Your responses will remain anonymous and will only be reported in aggregate form. If you have any questions, contact surveyhelp@cfigroup.com.

Thank you in advance for your valuable feedback, which we will use to improve the myStudentAid app experience!

Select "Next" to begin.

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 less than 5 minutes per response, including time for reviewing instructions and completing 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.

Background

RESPWHO Are you (the person completing this survey) the:

- 1 Student/applicant
- 2 Parent of a student/applicant

HEARD **[if RESPWHO=1]** How did you find out about the myStudentAid app? (Please select all that apply) **[rotate choices]**

- 1 High school counselor
- 2 College/university admissions or financial aid office
- 3 Family member or friend
- 4 Federal Student Aid publications or Web site
- 5 Other (please specify)
- 6 Don't Know **[Make Exclusive response option]**

FSA ID

FSAID1 Had you created your FSA ID (username and password) before using the myStudentAid app?

- 1 Yes
- 2 Yes, I had an FSA ID (username and password) but needed to retrieve it
- 3 No, I needed to create a new FSA ID (username and password)

On a scale from 1 to 10, where "1" means "Poor" and "10" means "Excellent", how would you rate:

FSAID2 **[if FSAID1= 3]** Ease of signing up for your FSA ID (username and password)

FSAID3 **[if FSAID1=2]** The ease of retrieving your FSA ID (username and password)

Filtering Question

- FILT Which statement best describes your experience with using the myStudentAid app?
- 1 I used the myStudentAid app to complete and sign the FAFSA form
 - 2 I only used the myStudentAid app to sign the FAFSA form **[skip to Signature Process]**

App User Experience

Now think about your experience filling out the FAFSA form using the myStudentAid app. On a scale from 1 to 10, where “1” means “Poor” and “10” means “Excellent”, how would you rate:

- UX1. The look and feel of the app
UX2. The clarity of the instructions
UX3. The clarity of the questions
UX4. The ease of navigating through the application

Providing Financial Information

Think about your experience providing your financial information on the myStudentAid app.

- DRTUSE Did you use the IRS Data Retrieval Tool to transfer your tax information to your FAFSA form?
- 1 Yes **[skip to Signature Process]**
 - 2 No
- INFO_OPN What would have made the process of providing your financial information easier for you?

Signature Process

On a scale from 1 to 10, where “1” means “Poor” and “10” means “Excellent”, how would you rate:

- SIG1 The ease of the signature process
- SIG_OPN **[if SIG1 < 7]** What would have made the signature process easier for you? **[capture open end]**

Help

The myStudentAid app provides help topics as you complete the FAFSA form. The help topics were accessible from the question mark icon (icon placeholder) throughout the form.

- USEHELP Did you use any of these help topics while you were completing the FAFSA process in the myStudentAid app?
- 1 Yes
 - 2 No **[skip to ACSI benchmark questions]**
- HELPSECT For which sections of the FAFSA process did you use the help topics? Please select all that apply.
- 1 Student/Applicant information (personal and financial)
 - 2 Parents' information (personal and financial)
 - 3 Dependency information
- HELPRATE On a scale from 1 to 10, where “1” means “Poor” and “10” means “Excellent”, how would you rate the effectiveness of the help topics in answering your questions?
- HLP_OPN **[if HELPRATE < 7]** How could the help topics be improved to better assist you in completing the FAFSA process? **[capture open end]**

ACSI Benchmark Questions

- ACSI1. Using a 10-point scale on which "1" means "Very Dissatisfied" and 10 means "Very Satisfied", how satisfied are you with your experience using the myStudentAid app?
- ACSI2. Using a 10-point scale on which "1" now means "Falls Short of your Expectations" and "10" means "Exceeds your Expectations," to what extent did your experience using the myStudentAid app meet your expectations?
- ACSI3. Imagine your ideal for an app to apply for federal student aid. How well do you think the myStudentAid app compares with the ideal you just imagined? Use a 10-point scale on which "1" means "Not Very Close to the Ideal," and "10" means "Very Close to the Ideal."

Outcome Measures

Using a scale of 1 to 10 where "1" means "Not at all Likely" and "10" means "Very Likely", how likely would you be to:

- REPT Use the myStudentAid app to apply for federal student aid in the future
- REC Recommend the myStudentAid app to others

Closing

- CLOSE1 What is your most preferred method to receive financial aid information and updates about your application in the future?
- 1 Email
 - 2 Phone
 - 3 Text message
 - 4 Postal mail
 - 5 Push notification from myStudentAid app
 - 6 Other (specify)
- CLOSE2 In your own words, what could Federal Student Aid do to improve the myStudentAid app? What features or tools would make the process of completing the FAFSA form on the app easier? **(capture verbatim response)**

Thank you for your time. Federal Student Aid sincerely appreciates your input. Have a great day!