

Memorandum**United States Department of Education
Institute of Education Sciences
National Center for Education Statistics**

DATE: April 8, 2020

TO: Robert Sivinski, OMB

THROUGH: Carrie Clarady, Avar Consulting, in contract to NCES

FROM: Tracy Hunt-White, Team Lead, Postsecondary Longitudinal and Sample Surveys, NCES

SUBJECT: 2019–20 National Postsecondary Student Aid Study (NPSAS:20) COVID-19 Update Change Request (OMB# 1850-0666 v.29)

The 2019-20 National Postsecondary Student Aid Study (NPSAS:20) is a nationally representative cross-sectional study of how students and their families finance education beyond high school in a given academic year. NPSAS is conducted by the National Center for Education Statistics (NCES) and was first implemented by NCES during the 1986–87 academic year and has been fielded every 3 to 4 years since. This request pertains to the 11th cycle in the NPSAS series conducted during the 2019–20 academic year. NPSAS:20 is both nationally and state-representative and will serve as the base year data collection for the 2020 cohort of the Beginning Postsecondary Students Longitudinal Study (BPS:20), a study of first-time beginning postsecondary students that will be conducted three years (BPS:20/22) and six years (BPS:20/25) after beginning their postsecondary education. NPSAS:20 will consist of a nationally representative sample of undergraduate and graduate students, and a nationally representative sample of first-time beginning students (FTBs). Subsets of questions in the NPSAS:20 student interview will focus on describing aspects of the experience of beginning students in their first year of postsecondary education, including student debt and education experiences.

The request is to conduct all activities related to NPSAS:20, including materials and procedures related to: the NPSAS:20 student data collection, consisting of abstraction of student data from institutions and a student survey; panel maintenance activities for a NPSAS:2020 follow-up field test (for BPS:20/22); and carried over respondent burden, procedures, and materials related to the NPSAS:20 institution sampling, enrollment list collection, and matching to administrative data files was approved by OMB in December 2019 (OMB#1859-0666 v.25). The NPSAS:20 enrollment list collection from institutions takes place from October 2019 through July 2020, the student records collection takes place from March through November 2020, and the student survey data collection takes place from February through early December 2020.

This request includes revisions to the student records instrument and the student interview to include items pertaining to widespread postsecondary education changes in response to the national reaction to the COVID-19 virus outbreak, as well as revisions to a limited set of communication materials in order to acknowledge the pandemic and its effect on postsecondary staff and students. In addition, communications were updated to include instructions if a sample member wishes to receive their \$10 prepaid incentive (offered to Group 1 / Phase 2 sample members) via check instead of PayPal. This request also updates the scripts for the Postsecondary Data Portal student records instructional videos.

This request does not introduce significant changes to the estimated respondent burden or the costs to the federal government. The following revisions were made to Appendix D (Institution Contacting Materials), Appendix E (Student Contacting Materials), Appendix H (Student Records Instrument), and Appendix I (Student Survey Instrument).

Modifications to Appendix D, Institution Contacting Materials

Revisions were made to Appendix D that address the COVID-19 impact on NPSAS:20 data collection communications. Below is a summary of the changes. (Also see Attachment 1 below.)

- Revised – the enrollment list preparation instructions were revised to clarify how institutions should handle students who received a full refund of their tuition due to COVID-19. The revised instructions appear in English on D-31 and D-33 and in Spanish on D-88 and D-90.
- Revised – The date of birth field was revised to expand the valid response range. The minimum year value in the enrollment list preparation instructions and the Student Records Codebook was changed from 1940 to 1930. The maximum year value in the enrollment list preparation instructions was changed from 2008 to 2004. These revised enrollment list preparation instructions appear on D-35 and D-92; the revised Student Records Codebook appears on D-189 and D-280.
- Revised – the PDP Resources page was revised to add links to the Federal Student Aid (FSA) and National Association of Student Financial Aid Administrators (NASFAA) guidance related to COVID-19. The updated Resources page appears on D-123.
- Revised – the student records Debriefing page was updated to include six new questions about institutional changes made in response to COVID-19. These questions appear on D-174.
- Revised – the Scripts and Storyboards for Instructional Videos were updated to provide clearer instructions to institutions. The revised text for these videos begins on page D-177.
- Revised – the Financial Aid Cheat Sheet was revised to provide instructions for reporting special financial aid awards related to COVID-19. The Cheat Sheet appears on D-186.
- Revised – the Student Records Codebook was updated to be consistent with student records instrument changes documented in Appendix H. The updated Codebook begins on D-188. The specific changes made to Appendix H are listed below.
- Revised – the Student Records Handbook was updated to provide instructions for reporting data for students impacted by COVID-19. The revised Handbook begins on D-236.
- Revised – the Student Records Item Overview Handout was updated to add the two new COVID-19 items. The added text appears below and on D-256.
- Revised – the Spanish Institution Handbook Volume II was updated to provide instructions for reporting data for students impacted by COVID-19. The revised Spanish Handbook begins on D-257.
- Revised – the Spanish Student Records Codebook was updated to be consistent with the changes made to the English Student Records Codebook. The updated Spanish Codebook begins on D-279.

Modifications to Appendix E, Student Contacting Materials

Revisions were made to Appendix E that address the COVID-19 impact on NPSAS:20 data collection communications. Below is a summary of the changes. (Also see Attachment 2 below.)

- Added – 2 new sample member communications (email and SMS text) were added that specifically address COVID-19 and how it affects NPSAS:20 data collection.
 - The English email communication appears on page E-117 and the SMS text communication appears on E-135.
 - The Spanish email communication appears on page E-189 and the SMS text communication appears on E-195.
- Revised – The website text was updated to include information about COVID-19 and how it affects NPSAS:20 data collection. The revised English text for the website appears on page E-10 and page E-14. The revised Spanish text for the website appears on page E-154 and page E-158.
- Revised – The text for several communications were updated to include instructions if a sample member wishes to receive their \$10 prepaid incentive (offered to Group 1 / Phase 2 sample members) via check instead of PayPal. The revised text for these communications appears on:

- o The English ‘Additional Prepaid Incentive Letter (Group 1, Phase 2)’ appears on page E-35. The Spanish version appears on page E-173.
- o The English ‘Additional Prepaid Incentive Email (Group 1, Phase 2)’ appears on page E-84. The Spanish version appears on page E-186.
- o Group 1, Phase 2 Additional \$10 Prepaid Incentive Text appears on page E-133. We did not have a Spanish version of this text, so we added the Spanish version on page E-195.
- Revised – The incentive selection merge field in the ‘Thank You E-mail’ was revised to clarify the current delay in incentive check disbursement due to the COVID-19 pandemic. The revised English text for this incentive selection insert appears on page E-147. The revised Spanish text appears on page E-196.

Modifications to Appendix H, Student Records Instrument

The student records instrument was revised to (1) provide updated instructions for reporting student records data for students impacted by COVID-19; (2) add a new response option for reporting special financial aid awards related to COVID-19; (3) add two new items for collecting COVID-19 related refunds of tuition and fees or room and board; and (4) update valid response option codes to match the Student Records Codebook.

Below is a table of the items that were removed, added, or revised in the student records instrument. See Appendix H for the revised student records instrument item wording. (Also see Attachment 3 below.)

Page Number	Item Name	Item Description	Change Removed (X), Added (A), Revised (R)	Rationale
H-12	BELIG	Student eligible for NPSAS:20?	R	Help text revised to provide instructions for students impacted by COVID-19.
H-12	BELIGRSN	Ineligible reason	R	Help text revised to provide instructions for students impacted by COVID-19.
H-14	ASTHDOB	Date of birth	R	Earliest valid response option updated from 1940 to 1930. The latest valid response option updated from 2014 to 2004.
H-14	ACITIZEN	Citizenship status	R	Recoded response option values to match Student Records Codebook.
H-22	BENLADEG	Program/Degree	R	Help text revised to provide instructions for students impacted by COVID-19.
H-23	BENADTYP	Graduate Degree Type	R	Help text revised to provide instructions for students impacted by COVID-19.
H-23	BENLALVL	Class level	R	Help text revised to provide instructions for students impacted by COVID-19.
H-24	BECURMAJR1	First major	R	Help text revised to provide instructions for students impacted by COVID-19.
H-25	BECURMAJ2	Second major	R	Help text revised to provide instructions for students impacted by COVID-19.
H-26	BTTUITOT	Total tuition and required fees charged	R	Wording revised to provide instructions for students impacted by COVID-19.
H-26	BTUIREF	Tuition and fees refunded for COVID-19	A	New item added to capture tuition refunds due to COVID-19.
H-27	BROOMREF	Room and board refunded for COVID-19	A	New item added to capture room and board refunds due to COVID-19.
H-27	BTMST[01-12]	Enrollment status [term 1-12]	R	Help text revised to provide instructions for students impacted by COVID-19.
H-28	BTMHR[01-12]	Units for credit enrolled [term 1-12]	R	Help text revised to provide instructions for students impacted by COVID-19.
H-28	CNPERIOD	Budget Period	R	Help text revised to provide instructions for students impacted by COVID-19.

Page Number	Item Name	Item Description	Change Removed (X), Added (A), Revised (R)	Rationale
H-31	CFAFEDAID	Student had federal aid	R	Wording revised to provide instructions for students impacted by COVID-19.
H-32	CFASTATAID	Student had state aid	R	Wording revised to provide instructions for students impacted by COVID-19.
H-33	CFSTTYP[01-03]	State aid program [1-3] type	R	Help text revised to provide instructions for students impacted by COVID-19. New response option added for COVID-19 aid.
H-36	CFAINSTAID	Student had institution aid	R	Wording revised to provide instructions for students impacted by COVID-19.
H-36	CFAITYP[01-03]	Institution aid program [1-3] type	R	Help text revised provide instructions for students impacted by COVID-19. New response option added for COVID-19 aid.
H-39	CFAOTHGOV	Student had private aid or other gov't aid	R	Wording revised to provide instructions for students impacted by COVID-19.
H-40	CFAGOVTYPE[01-03]	Private aid or other gov't aid program [1-3] type	R	Help text revised to provide instructions for students impacted by COVID-19. New response option added for COVID-19 aid.
H-43	CFAOETHAID	Student had other aid	R	Wording revised to provide instructions for students impacted by COVID-19.
H-43	CFAOETHTYPE[01-03]	Other aid program [1-3] type	R	Help text revised to provide instructions for students impacted by COVID-19. New response option added for COVID-19 aid.

Modifications to Appendix I, Student Survey Instrument

To collect student-level information on the impact of the COVID-19 virus, the student survey instrument was revised to 1) distinguish full tuition refunds from the institution due solely to COVID-19 for survey eligibility purposes; and 2) add items that collect data on enrollment and employment disruptions, food and housing experiences, and resources and information provided by the institution.

Below is a table of the items that were removed, added, or revised in the student instrument. See Attachment 4 of this document) for specific changes in question wording.

Page number	Variable name	Variable label	Change Removed (X), Added (A), Revised (R)	Rationale	Prior study, if not in NPSAS:16	FTB-only item	Abbreviated item	NRFU item
I-27	N20ANOATT	Reason not currently attending NPSAS institution	R	Added textbox to "other reason" response option for the purposes of collecting information related to changes in attendance due to COVID-19 response.			X	
I-29	N20ADRPRF	Received full tuition refund from NPSAS institution	R	Added new response option to distinguish full tuition refunds from the institution due solely to COVID-19 for survey eligibility purposes.			X	
I-77	N20BALLONLIN	Any classes at NPSAS institution entirely online in the NPSAS year	R	Added wording to clarify the phrase "courses entirely taught online" during COVID-19				
I-139	N20FCOVATND	Attendance at NPSAS during COVID-19 timeframe	A	Added items to measure the impact of widespread postsecondary education			X	
I-139	N20FCOVEXP	General experiences and disruptions	A				X	

Page number	Variable name	Variable label	Change Removed (X), Added (A), Revised (R)	Rationale	Prior study, if not in NPSAS:16	FTB-only item	Abbreviated item	NRFU item
		due to COVID-19		changes on students, in response to the national response to the COVID-19 virus outbreak.				
I-140	N20FCOVRFND	Refunds received from NPSAS due to COVID-19	A				X	
I-141	N20FCOVTECH	Online technology or technical services received from NPSAS due to COVID-19	A				X	
I-142	N20FCOVCOMM	Communication received from NPSAS due to COVID-19	A				X	
I-143	N20FCOVINFO	Information received from NPSAS due to COVID-19	A				X	

Modifications to Appendix D, Institution Contacting Materials (Changes are in red font)

Modifications to Postsecondary Data Portal Website

- *Revised – the PDP Resources page was revised to add links to the Federal Student Aid (FSA) and National Association of Student Financial Aid Administrators (NASFAA) guidance related to COVID-19. The updated Resources page appears on D-123.*

Student Records Resources

Financial Aid Types Cheat Sheet

Student Records Codebook

Student Records Item Overview Handout

Student Records Handbook

FSA Handbook (link to external website)

Student Records: Selecting a Mode [VIDEO]

Student Records: Web Mode [VIDEO]

Student Records: Excel Mode [VIDEO]

Student Records: CSV Mode [VIDEO]

[FSA Guidance for COVID-19 \(link to external website\)](#)

[NASFAA Guidance for COVID-19 \(link to external website\)](#)

- *Revised – the student records Debriefing page was updated to include six new questions about institutional changes made in response to COVID-19. These questions appear on D-174.*

How long did it take your institution to prepare the student records data? ____ hours

If there are any comments that you would like to share with us about your institution’s data or your experience completing NPSAS:20, please provide them below.

Comments _____

Did your institution implement any of the following responses to COVID-19? Select all that apply.

0=None

1=Extended spring break

2=Reduced the length of one or more academic terms

3=Moved some or all courses to online instruction

Did your institution offer any emergency financial aid related to COVID-19?

0=No

1=Yes

-1=Unknown

Did your institution any refunds or reimbursements of tuition and fees related to COVID-19?

0=No

1=Yes

-1=Unknown

Did your institution any refunds or reimbursements of room and board related to COVID-19?

0=No

1=Yes

-1=Unknown

Did your institution continue to pay students with work-study jobs or non-work-study jobs during closures, even if they were not able to perform work?

0=No

1=Yes

-1=Unknown

Did your institution cancel any current or future study abroad programs due to COVID-19?

0=No

1=Yes

-1=Unknown

- *Revised – the audio script for the Web Mode video was updated to remove a redundant sentence. The revised text appears on D-178.*

When you have finished entering data for all students, click the “Continue” button at the bottom of the web mode grid. You will be asked to answer some brief questions about how you submitted your data. Then, click the “Finalize All Student Record Information” button. ~~Once you finalize, you will no longer be able to make changes.~~

- *Revised – the audio script for the Excel Mode video was revised to clarify instructions for selecting the data sections to be uploaded. The revised text appears beginning on D-180.*

In Excel mode, you will download a pre-formatted Excel spreadsheet file, fill out the file offline, and then upload the completed file. Prior to downloading the Excel template, check the “I agree” box that you agree to safeguard the file.

When you download the file, any data that you have previously provided will be pre-filled in the template. There are six tabs in the file. The first tab has instructions for uploading the file. The second tab has a codebook, which lists the requested data elements and the valid response options for each item. The last four tabs correspond to each of the data sections: General Student Information, Enrollment, Budget, and Financial Aid.

When you have finished entering student data, upload your saved file to the Portal website. ~~You have the option of uploading specific sections of your template, or all four sections at once as in past studies. You will be asked to select the sections of your file that the PDP will accept. You will be asked to select which sections of your file you would like to upload. You can select individual sections or upload all four sections at once.~~ You can upload your files multiple times; the most recent upload will overwrite previous uploads based on the sections you select.

If your files have any errors or are missing critical items, the Portal will alert you. A list of errors and their corresponding students will appear in the Portal, and can also be downloaded as an Excel file. ~~You can even compare past error reports, review your data issues, and upload fixes as needed. You will be able to review your data issues and upload fixes as needed.~~

- *Revised – the audio script for the CSV Mode video was revised for clarity and to remove unnecessary instructions. The revised text appears beginning on D-183.*

There are four files, one for each data section: General Student Information, Enrollment, Budget, and Financial Aid. The file specifications indicate the number of fields that are required for each file, the order in which the data elements should be submitted, and the valid values for each data element. ~~Prior to downloading the files, check the “I agree” box that you agree to safeguard the file.~~

It is extremely important that you follow the file specifications exactly. If your CSV files ~~don't do not~~ have the correct number of fields, the data will not be read into the Portal. If you find yourself needing to skip a data element, be sure to include a comma as a placeholder for that data element.

Modifications to institution contact materials

- *Revised – the enrollment list preparation instructions were revised to clarify how institutions should handle students who received a full refund of their tuition due to COVID-19. The revised instructions appear on D-31 and D-33.*

NOT Eligible for NPSAS:20 (D-31)

Students are ineligible for NPSAS:20 if they meet any of the following conditions. Exclude these students from your student enrollment list.

Refunded tuition. Exclude students who dropped out of your institution early enough to receive a full refund of their tuition. **See FAQs on page 3 for instructions about students impacted by COVID-19.**

Frequently Asked Questions (D-33)

Should I include non-degree seeking students?

Yes. Non-degree seeking students should be included if they are enrolled in a course for credit that could be applied toward fulfilling the requirements for an academic degree.

Should I include students taking remedial courses?

It depends. Students who are taking noncredit remedial coursework within a Title IV eligible program are eligible and should be included. Students who are enrolled solely in a remedial program are not eligible and should not be included.

Should I include students at branch or extension campuses on the list?

Yes, if the branch or extension campus reports to IPEDS through the same IPEDS UNITID as the institution that was selected for NPSAS:20. If the branch or extension campus reports to IPEDS through a different IPEDS UNITID, do not include the students from the branch or extension campus on the student list.

Our law/dental/medical/veterinary school has its own registrar's office. Should I include students from those schools on the list of enrolled students?

Yes, if the other registrar's office reports to IPEDS through the same IPEDS UNITID as the institution that was selected for NPSAS:20. If the other registrar's office reports to IPEDS using a separate IPEDS UNITID, then students registered by that office should not be included.

I understand that NPSAS is a financial aid study. Should I include students who did not apply for or did not receive financial aid?

Yes. NPSAS includes aided as well as non-aided students.

I understand that students on the list need to have been enrolled between July 1, 2019 and [date].

Does it matter if the student also had enrollment outside of that period?

No. A student is eligible as long as he or she was enrolled at any time between July 1, 2019 and [date] and meets the other eligibility criteria, regardless of whether he or she also had enrollment outside of that timeframe.

Should I include students who received a full tuition refund due to COVID-19?

Yes, students who attended your institution in spring of 2020 and then received a full tuition refund solely due to COVID-19 related interruptions of study should be included. They should only be excluded if one of the other exclusion reasons apply (e.g., enrolled solely in a remedial program, etc.).

- *Revised –The date of birth field was revised to expand the valid response range. The minimum year value in the enrollment list preparation instructions and the Student Records Codebook was changed from 1940 to 1930. The maximum year value in the enrollment list preparation instructions was changed from 2008 to 2004. The changes to the enrollment list preparation instructions appear on D-35 and D-92; the changes to the Student Records Codebook appear below and on D-189 and D-280.*

10	DOBM	DOB Month	Yes	1 - 12
11	DOBD	DOB Day	Yes	1 - 31
12	DOBY	DOB Year	Yes	1940 1930-2004

- *Revised – the Financial Aid Cheat Sheet was revised to provide instructions for reporting special financial aid awards related to COVID-19. The Cheat Sheet appears on D-186.*

The table below lists common financial aid programs for your institution’s state and how they should be reported for NPSAS:20 student records collection. For all financial aid awards, please provide the program name in your data submission. Aid program names will not be released with the final data, but they will help NPSAS staff verify that reported amounts fall within statutory limits and ensure that the financial aid type and source are correctly coded.

Need-based versus merit-based aid: Need-based aid is awarded based on an applicant's financial resources. Merit-based aid is awarded based on an applicant's academic achievement. Merit aid that was awarded without consideration of financial resources should be considered merit aid. However, if any part of the awarding criteria includes a student's financial resources, the aid is considered either “need-based” or “both need and merit-based.” Aid based on neither need nor merit may include an applicant's non-academic talents, demographic, or other characteristics as the awarding criteria.

Special financial aid awards for students impacted by COVID-19 should be reported as Aid for COVID-19 (type = 20). Refunds of tuition or fees due to COVID-19 should not be reported as financial aid; instead, they should be reported as “Tuition and Fees Refunded for COVID-19” in the Enrollment section.

For additional help categorizing aid awards, contact the Help Desk at [number] or [email address].

- *Revised – the Student Records Codebook (D-188) and Spanish Student Records Codebook (D-279) were updated to match wording changes to the student records instrument. The specific item wording changes are listed below in Attachment 3 and documented in Appendix H.*
- *Revised – the Student Records Handbook was updated to provide instructions for reporting data for students impacted by COVID-19. The revised Handbook begins on D-236. Parallel changes were made to the Spanish Handbook, which begins on D-257.*

Contents

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What's New

Tuition & Fees Refunded due to COVID-19	E -44	Item added to collect tuition and fee refunds due to COVID-19 related interruptions of study.
Room & Boarded Refunded due to COVID-19	E -45	Item added to collect room and board refunds due to COVID-19 related interruptions of study.
Financial Aid Program Type (all awards)	Multiple	Item definition revised to update definition of need-based and merit-based aid. New financial aid type response option added for COVID-19 related financial aid.

Reasons that a student may be ineligible for NPSAS:20

- Not enrolled at institution: Student was not enrolled at this institution at any time from July 1, 2019 to June 30, 2020.
- Tuition refund: Student was enrolled at one time but received a full tuition refund for all terms in study period from July 1, 2019 to June 30, 2020.
- Pays tuition to another institution: Student attends this institution under joint arrangements with another institution and pays tuition solely to the other institution.
- Length of program: Student was enrolled in an occupational/technical program of study less than 3 months or 300 clock/contact hours of instruction.
- Non-credit program: Student was enrolled, but not in at least one course that could be applied toward fulfilling requirements for an academic degree, a certificate or diploma program, or in a term for credit that could be transferred to another school.
- Completing high school: Student was still completing high school requirements as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.
- GED or high school completion program: Student was enrolled solely in a GED or high school completion program as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.
- Adult basic education program: Student was enrolled solely in an adult basic education program (e.g., ESL, literacy) as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.

Note about students ineligible due to a tuition refund: students who attended your institution in spring of 2020 and then received a full tuition refund solely due to COVID-19 related interruptions of study should be marked as eligible. These students should only be marked as ineligible if one of the other ineligible reasons apply (e.g., student was enrolled in a high school completion program, etc.).

Guide to the Enrollment Section

The enrollment section collects information about students' program, academic progress, and enrollment intensity.

Some items in the enrollment section, such as program/degree and class level, were requested on your institution's student enrollment list. These data were needed on the enrollment list for selecting a representative sample of students.

- If you provided these items on the enrollment list, the data will be preloaded into Web mode and the Excel template. Please verify that this data is still current and update as necessary.
- If you submit data using CSV mode, we ask that you still provide these data elements in your data files. The student's program, class level, and other data may have changed since your student enrollment list was submitted.

Data item spotlight: Total Tuition and Required Fees Charged

This item collects the total amount of tuition and fees charged to the student. You will be asked to report using one of the following options, depending on your institution's calendar system:

- For term-based institutions: the terms that constitute your institution's 2019-2020 academic year. The list of terms you should include will be prefilled into the item wording and were selected based on your institution's responses during the Registration step of NPSAS:20. If you have questions or concerns about the prefilled terms, please contact the Help Desk.
- For continuous enrollment institutions: the period July 1, 2019 to June 30, 2020.

If a student's tuition changed due to COVID-19 related interruptions of study, please report the tuition and required fees charged PRIOR to any refunds or reimbursements due to COVID-19. Refunds of tuition and fees due to COVID-19 should be reported separately under "Tuition Refund for COVID-19."

Data item spotlight: Tuition and Fees Refunded for COVID-19

This item collects the amount of tuition or fees refunded or reimbursed to the student due to COVID-19. Leave this item blank if the student did not receive a tuition or fees refund or reimbursement due to COVID-19.

Note that this item only collects refunds or reimbursements due to COVID-19. Tuition waivers for other reasons should be reported as aid in the financial aid section.

Do not report tuition refunds or reimbursements for COVID-19 as financial aid.

Data item spotlight: Room and Board Refunded for COVID-19

This item collects whether any portion of the student's room and board was refunded or reimbursed due to COVID-19. This item is critical and you will receive an error message for leaving it blank. If your institution does not offer room and board, select "Institution does not offer room and board."

Data item spotlight: Enrollment Status

This series of items asks you to indicate the student's enrollment intensity in each term or month in the period between July 1, 2019 and June 30, 2020, depending on your institution's calendar system.

Valid enrollment status options:

- 0 = Not enrolled

- 1 = Full-time
- 2 = 3/4-time
- 3 = Half-time
- 4 = Less than half-time

Note that “part-time” is not one of the valid response options. If possible, please select the part-time status that matches the student’s enrollment pattern (3/4 time, half-time, or less than half-time). If your institution can only report students as “part-time,” it is critical that you also provide the number of credit or clock hours enrolled in the item that immediately follows Enrollment Status. NPSAS staff will use the units enrolled to calculate students’ enrollment intensity.

If a student’s enrollment status changed due to COVID-19 related interruptions of study, please report the student’s most recent enrollment status. COVID-19 related interruptions of study may include your institution temporarily closing during the spring 2020 term or the student’s courseload being reduced due to course cancellations. Please report the student’s enrollment status after the interruption occurred. For example, a student who was enrolled full-time in spring 2020 but dropped to half-time status due to COVID-19 related course cancellations should be reported as half-time.

Guide to the Budget (Cost of Attendance) Section

Please see page [page number] for guidelines related to COVID-19.

Guide to the Financial Aid Section

Financial Aid for COVID-19:

Special financial aid awards for students impacted by COVID-19 should be reported as Aid for COVID-19 (type = 20), a new financial aid type added for NPSAS:20.

If a student received a refund of their tuition and fees due to COVID-19, the refunded amount should be reported as “Tuition and Fees Refunded for COVID-19” in the Enrollment section. Refunds of tuition and fees or room and board due to COVID-19 should not be reported as financial aid.

Reporting Data for Students Impacted by COVID-19

When reporting budgeted costs of attendance and financial aid for students impacted by COVID-19, please follow the guidelines issued by Federal Student Aid (FSA) and the National Association of Student Financial Aid Administrator (NASFAA).

[Once guidance from FSA and NASFAA is released, this section will summarize information about reporting students’ length of enrollment, estimated costs of attendance, financial aid disbursed, and return of Title IV funds.]

- *Revised – the Student Records Item Overview Handout was updated to add the two new COVID-19 items. The added text appears below and on D-256.*

Tuition and Fees Refunded for COVID-19
Room and Board Refunded for COVID-19

Modifications to Appendix E, Student Contacting Materials (Changes are in red font)

Proposed New Communications

- *Added – 2 new sample member communications (email and SMS text) were added that specifically address COVID-19 and how it affects NPSAS:20 data collection. The email communication appears on page E-117 and the SMS text communication appears on E-135.*

New - Coronavirus Informational E-mail (as needed emails)

SUBJECT: Update on your NPSAS survey

Dear <fname>,

We hope this email finds you safe amid the challenges of these difficult, uncertain times. We recognize how disruptive COVID-19 is to the entire education community and we understand that the health and well-being of you and your family is your top priority.

We want you to know that the 2019-20 National Postsecondary Student Aid Study (NPSAS) data collection is continuing and, in fact, we have added several questions related to the COVID-19 pandemic that will help policymakers understand how COVID-19 has affected students' experiences at their postsecondary institution.

To automatically start the survey (available in English or Spanish), click the button below:



If you wish to go to our study website, you can log in with your Study ID and password below.

<https://surveys.nces.ed.gov/npsas/>

Study ID: «caseid»

Password: «password» (*password is case sensitive*)

If you have any questions, please do not hesitate to contact the Help Desk at 877-677-2766 or npsas@rti.org.

We appreciate all that you do. Please stay safe.

Many thanks,

Tracy Hunt-White, Ph.D.
Project Officer, NPSAS
National Center for Education Statistics
Tracy.Hunt-White@ed.gov | 202-245-6507

Jennifer Wine, Ph.D.
Project Director, NPSAS
RTI International
jennifer@rti.org | 800-823-8942

New - Coronavirus Informational SMS Text

US DEPT OF EDUC: While we understand you may not be able to participate in NPSAS:20 at this time due to the COVID-19 pandemic, the survey remains open. If you are able to participate, your responses will help us understand how the pandemic is affecting students. Click here to begin: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

- Revised – The website text was updated to include information about COVID-19 and how it affects NPSAS:20 data collection. The revised text for the website appears on page E-10 and E-14.

Website Text Updates

Home Page English | Español

Welcome to the 2019-20 National Postsecondary Student Aid Study (NPSAS:20)

<<*<please see the ‘About NPSAS’ tab for an important message regarding the COVID-19 pandemic and its effect on NPSAS:20)>>

Please enter your Study ID and password:

Study ID:

Password:

Show me what I’ve typed

Need your Study ID number or password? (hyperlink to Login Help page)

About NPSAS English | Español

The 2019-20 National Postsecondary Student Aid Study (NPSAS:20) collects data from a nationally representative sample of about 150,000 students enrolled in postsecondary education. Students from all types of Title IV postsecondary institutions—less-than-2-year institutions, community colleges, and 4-year colleges — are selected to participate, whether or not they receive any type of financial assistance (grants, scholarships, loans, awards, and stipends). NPSAS results will help policymakers and researchers better understand how students and their families pay for higher education.

Congress has authorized the National Center for Education Statistics (NCES) of the U.S. Department of Education’s Institute of Education Sciences to collect data about the costs of postsecondary education because policymakers at all levels need reliable and current national data in order to make decisions about postsecondary education. In addition to a student survey, NPSAS collects financial aid, student record, and related information from sources such as student loan databases and admissions testing agencies. Previous rounds of NPSAS were conducted in 1987, 1990, 1993, 1996, 2000, 2004, 2008, 2012, and 2016.

NPSAS is being administered for NCES by RTI International, a U.S.-based nonprofit research firm (www.rti.org).

To learn more about the data from previous NPSAS cycles, visit NCES’s NPSAS website <https://nces.ed.gov/surveys/npsas/>.

Important Note about NPSAS:20 during the current COVID-19 pandemic

We recognize how disruptive COVID-19 is to the education community, students, and parents. However, if you decide to participate in NPSAS:20, your responses will be vital in understanding how COVID-19 has affected students like yourself at their postsecondary institution. The survey will remain open during this time, but if you do have any questions or concerns, please contact our project Help Desk at 800-723-8942 or npsas@rti.org.

- Revised – The text for several communications were updated to include instructions if a sample member wishes to receive their \$10 prepaid incentive (offered to Group 1 / Phase 2 sample members) via check instead of PayPal. The updates appear on E-35 for mailings, E-84 for email, and E-133 for text message.

*updated text in red

Mailings

Additional Prepaid Incentive Letter (Group 1, Phase 2)*

«date»

«fname» «mname» «lname» «suffix»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Study ID: «caseid»

Dear «fname»,

[IF PayPal PREPAID: «Because your participation in NPSAS is very important, we sent \$«prepaid2» via PayPal «to [e-mailaddress] »as a thank you for your participation in NPSAS. **If you would prefer to receive the \$«prepaid2» via check, please contact us at npsas@rti.org or 800-723-8942.»**] [IF CASH PREPAID: «Because your participation in NPSAS is very important, **we are including \$«prepaid2» in this letter as a thank you for your participation in NPSAS.»**]

[IF INCENTIVE ELIGIBLE: «Once you complete your survey, you will **receive \$«inc_amount» for participating, payable by «PayPal or »check« in addition to the \$«prepaid2» we sent in advance»!**»]

To complete your survey today, go to the NPSAS website and log on using your study ID and password below:

<https://surveys.nces.ed.gov/npsas/>

Study ID: «caseid»

Password: «password»

Note: Your password is case sensitive; you will need to enter it exactly as it appears here.

Or use the camera on your phone to scan the QR code below to take you to the «survey»/«website»:

«QRCODE»

If you have questions, need help completing your survey online, or prefer to complete the survey over the telephone, simply call the **NPSAS Help Desk** at **877-677-2766** or e-mail us at npsas@ed.gov.

Thank you, in advance, for your participation.

Para solicitar materiales de contacto en español en el futuro, por favor llame al 877-677-2766 o envía un e-mail a npsas@ed.gov.

Tracy Hunt-White, Ph.D.
Project Officer, NPSAS
National Center for Education Statistics
Tracy.Hunt-White@ed.gov | 202-245-6507

Jennifer Wine, Ph.D.
Project Director, NPSAS
RTI International
jennifer@rti.org | 877-225-8470

«panelinfo»/«controlID»

NCES is authorized to conduct the 2019-20 National Postsecondary Student Aid Study by the Education Sciences Reform Act of 2002 (ESRA 2002, 20 U.S.C. §9543), and to collect students' education records from educational agencies or institutions for the purpose of evaluating federally supported education programs under the Family Educational Rights and Privacy Act (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). The data are being collected for NCES by RTI International, a U.S.-based nonprofit research organization.

All of the information you provide may be used only for statistical purposes and may not be disclosed, or used, in identifiable form, for any other purpose except as required by law (20 U.S.C. §9573 and 6 U.S.C. §151).

Emails

Additional Prepaid Incentive E-mail (Group 1, Phase 2)*

SUBJECT: In Appreciation for Your Participation in NPSAS

Hi, «fname»,

[IF PayPal PREPAID: «Since your participation in NPSAS is very important, we sent you \$«prepaid2» via PayPal «to [e-mailaddress] »in appreciation for your participation in NPSAS. **If you would prefer to receive the \$«prepaid2» via check, please contact us at npsas@rti.org or 800-723-8942.»**] [IF CASH PREPAID: «Since your participation in NPSAS is very important, **we are sending you \$«prepaid2» via mail in appreciation for your participation in NPSAS. Remember to look out for a large white envelope from the National Center for Education Statistics.»**]

[IF INCENTIVE ELIGIBLE: «Once you complete your survey, you will receive \$<inc_amount> for participating, payable by «PayPal or »check« in addition to the \$<prepaid2> we sent in advance!»]



Or, you can visit the NPSAS website and log in: <https://surveys.nces.ed.gov/npsas/>

Study ID: «caseID»

Password: «password»

If you have questions or prefer to participate by telephone, please call **877-677-2766**.

Thanks in advance for your participation.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-143]

OMB Control Number: 1850-0666

Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

Texts

Group 1, Phase 2 Additional \$10 Prepaid Incentive Text

US DEPT OF EDUC: <<fname>>, your participation in NPSAS is important, [IF PAYPAL PREPAID:so we sent you \$<prepaid2> via PayPal; IF CASH: so we are sending you \$<prepaid2> via mail]. [IF PAYPAL PREPAID: «If you would prefer to receive the \$<prepaid2> via check, please contact us at npsas@rti.org or 800-723-8942.»] Complete your survey to receive an additional \$<<inc_amount>>. Click here to start: [bitly link]. Reply STOP to opt out of future text messages. Responde “Español” para solicitar este mensaje en español.

- Revised – The Thank You E-mail was revised to clarify the current delay in incentive check disbursement due to the COVID-19 pandemic. The revised text for this e-mail appears on page E-147.

Thank You E-mail*

SUBJECT: Thank You from NPSAS

Dear «fname»,

On behalf of the U.S. Department of Education and the staff of the National Postsecondary Student Aid Study (NPSAS), we would like to thank you for participating in NPSAS. Your participation is very important in helping to ensure the success of the study.

[INSERT MERGE FIELD FROM TABLE – INCENTIVE SELECTION, PAGE E-145]

If you have questions, please do not hesitate to call the **NPSAS Help Desk at 877-677-2766**.

Thank you for helping make NPSAS a success!

Sincerely,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-143]

Study ID: «caseID»

OMB Control Number: 1850-0666

Learn more about our confidentiality procedures at <https://surveys.nces.ed.gov/npsas/confidentiality.aspx>
«emailID»

Haga [clic aqui](#) para solicitar materiales de contacto en español.

Incentive Selection Table

PayPal	Our records indicate that you chose to receive your token of appreciation via PayPal. Please note it can take up to a full business day to process your payment. Please look for an e-mail from PayPal indicating that you have received funds from RTI International. (You may need to check your SPAM folder as well.) Please contact us with any concerns.
PayPal Failed	Our records indicate that your PayPal payment failed. We would like to reissue your payment. Please respond to this e-mail and let us know if you would like the payment to be sent to a different e-mail address or if you would like us to retry sending it to «emailaddress». The failed

	payment could indicate that your account is either locked or inactive.
PayPal Accepted	Our records indicate that you chose to receive your token of appreciation via PayPal and have accepted the payment. Please contact us with any concerns.
PayPal Unclaimed	Our records indicate that you chose to receive your token of appreciation via PayPal, but you have not yet claimed your payment. The payment will expire after 30 days, so please be sure to claim it before then. Please contact us with any concerns.
Check	Our records indicate that you selected a check as a token of our appreciation. Your check is being processed and should arrive in a 3-4 weeks. <<Please note: Your check may be delayed due to the current COVID-19 pandemic. We apologize for any inconvenience this may cause.>> Please contact us with any concerns.
No Incentive	Leave blank

Spanish Translations in Appendix E

Proposed New Communications

- *Added – 2 new sample member communications (email and SMS text) were added that specifically address COVID-19 and how it affects NPSAS:20 data collection. For the Spanish translation, the email communication appears on page E-189 and the SMS text communication appears on E-195.*

New - Coronavirus Informational E-mail - Spanish

SUBJECT: Actualización de tu encuesta NPSAS

Estimado(a) <fname>,

Esperamos que este correo electrónico te encuentre bien en medio de los desafíos de estos tiempos difíciles e inciertos. Reconocemos que tan perturbador COVID-19 es para la comunidad educativa entera y entendemos que tu salud y bienestar y la de tu familia son tus prioridades mayores.

Queremos que sepas que la recolección de datos del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS) sigue continuando y, de hecho, hemos añadido varias preguntas relacionados con la pandemia de COVID-19 que ayudará legisladores entender como COVID-19 ha afectado las experiencias de estudiantes en sus instituciones postsecundarias.

Para comenzar la encuesta automáticamente (disponible en inglés o español), haga clic en el botón de abajo:



Si deseas ir a nuestro página web del estudio, puedes iniciar sesión con tu ID de estudio y contraseña a siguiente.

<https://surveys.nces.ed.gov/npsas/>

ID de Estudio: «caseid»

Contraseña: «password» (la contraseña distingue mayúsculas y minúsculas)

Si tienes algunas preguntas, por favor no dudes a contactar la Línea de Ayuda a 877-677-2766 o por correo electrónico a npsas@rti.org.

Apreciamos todo de lo que haces. Por favor mantente a salvo.

Muchas gracias,

Tracy Hunt-White, Ph.D.
Oficial del proyecto, NPSAS
Centro Nacional para Estadísticas de Educación
(NCES)
Tracy.Hunt-White@ed.gov | 202-245-6507

Jennifer Wine, Ph.D.
Directora, NPSAS
RTI International
jennifer@rti.org | 800-823-8942

New - Coronavirus Informational SMS Text - Spanish

US DEPT OF EDUC: Mientras que entendemos que quizás no puedes participar en NPSAS:20 ahora como resultado de la pandemia COVID-19, la encuesta se mantiene abierto. Si eres capaz de participar, tus respuestas nos ayudará entender como la pandemia esta afectando a estudiantes. Haga clic aquí para

comenzar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

- *Revised – The website text was updated to include information about COVID-19 and how it affects NPSAS:20 data collection. For the Spanish translation, the revised text for the website appears on page E-154 and E-158.*

Website Text Updates

Home Page English | Español

Bienvenido(a) al Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20)

<<*por favor ve la pestaña ‘Sobre NPSAS’ para un mensaje importante con respeto a la pandemia COVID-19 y sus efectos en NPSAS:20>>

Por favor ingresa tu ID del estudio y contraseña:

ID del estudio:

Contraseña:

Muéstrenme lo que escribí

¿Necesitas tu número de ID del estudio o contraseña? (hyperlink to Login Help page)

Acerca de NPSAS English | Español

El Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria de 2019-20 (NPSAS:20)

recolecta datos de una muestra representativa de aproximadamente 150,000 estudiantes matriculados en educación postsecundaria. Estudiantes de todo tipo de instituciones de educación postsecundaria del Título IV— instituciones con una duración de menos de 2 años, universidades o *colleges* comunitarios, universidades o *colleges* de 4 años de duración — fueron seleccionados para participar sin importar si reciben o no asistencia económica (por ejemplo, fondos, becas, préstamos, premios y estipendios). Los resultados de NPSAS ayudarán a los legisladores y a los investigadores a entender mejor **cómo los estudiantes y sus familias pagan por la** educación postsecundaria.

El Congreso ha autorizado al Centro Nacional para Estadísticas de Educación (NCES) del Instituto de Ciencias de la Educación del Departamento de Educación de los Estados Unidos a recolectar datos acerca del costo de la educación postsecundaria porque los legisladores a todos los niveles necesitan datos nacionales actuales y confiables, a fin de tomar decisiones acerca de la educación postsecundaria. Además de la encuesta que completan los estudiantes, NPSAS recolecta información sobre asistencia económica, récords de estudiantes e información relacionada, de fuentes tales como bases de datos de agencias de exámenes de admisión y de préstamos estudiantiles. Encuestas anteriores de NPSAS se llevaron a cabo en 1987, 1990, 1993, 1996, 2000, 2004, 2008, 2012 y 2016.

RTI International (www.rti.org), una empresa sin fines de lucro localizada en los Estados Unidos, lleva a cabo NPSAS a nombre de NCES.

Para más información acerca de los datos de las encuestas previas de NPSAS, visita **la página de Internet NPSAS de NCES** <https://nces.ed.gov/surveys/npsas/>.

Nota Importante sobre NPSAS:20 durante la pandemia COVID-19

Reconocemos que tan perturbador COVID-19 es para la comunidad educativa, estudiantes, y padres. Sin embargo, si decides participar en NPSAS:20, tus respuestas serán esenciales para entender como COVID-19 ha afectado a estudiantes como tu en sus instituciones postsecundarias. La encuesta se mantendrá abierta durante este tiempo, pero si tienes algún pregunta o preocupación, por favor contacta a nuestro Línea de Ayuda del proyecto a 800-723-8942 o a npsas@rti.org.

- *Revised – The text for several communications were updated to include instructions if a sample member wishes to receive their \$10 prepaid incentive (offered to Group 1 / Phase 2 sample members) via check instead of PayPal. For Spanish translation, the updates appear on E-173 for mailings, E-186 for email, and E-195 for text message. The Spanish text message was added.*

*updated text in red

Mailings

Additional Prepaid Incentive Letter (Group 1, Phase 2)

«date»

«fname» «mname» «lname» «suffix»

«addr1»

«addr2»

«city», «state» «zip» «zip4»

Estimado(a) «fname»,

ID del estudio: «caseid»

[IF PayPal PREPAID: «Dado que tu participación en NPSAS es muy importante, te enviamos \$«prepaid2» a través de PayPal «a [e-mailaddress] »como muestra de agradecimiento por tu participación en NPSAS. Si prefieres a recibir los \$«prepaid2» por cheque, por favor contactanos a npsas@rti.org o 800-723-8942.»] [IF CASH PREPAID: «Dado que tu participación en NPSAS es muy importante, estamos incluyendo \$«prepaid2» en esta carta como agradecimiento por tu participación en NPSAS.»]

[IF INCENTIVE ELIGIBLE: «Una vez que hayas completado la encuesta, recibirás \$«inc_amount» por participar, a través de «PayPal o con »cheque« además de los \$«prepaid2» que te enviamos por adelantado!»]

Para completar hoy tu encuesta, visita la página de Internet de NPSAS e inicia sesión usando tu ID del estudio y contraseña siguientes:

<https://surveys.nces.ed.gov/npsas/>

ID del estudio: «caseid»

Contraseña: «password»

Nota: Tu contraseña distingue entre mayúsculas y minúsculas; necesitarás escribirla tal como aparece aquí.

O usa la cámara de tu teléfono para escanear el siguiente código QR que te llevará a «la encuesta»/«la página de Internet»:

«QRCODE»

Si tienes preguntas, necesitas ayuda para completar tu encuesta en Internet, o prefieres completar la encuesta por teléfono, simplemente llama a la **Línea de Ayuda de NPSAS** al **877-677-2766** o envíanos un correo electrónico a npsas@ed.gov.

Gracias, de antemano, por tu participación.

To request contact materials in English in the future, please call 877-677-2766 or send an e-mail to npsas@ed.gov.

Oficial del proyecto, NPSAS
Centro Nacional para Estadísticas de Educación
Tracy.Hunt-White@ed.gov | 202-245-6507

Directora del proyecto, NPSAS
RTI International
jennifer@rti.org | 877-225-8470

«panelinfo»/«controlID»

NCES está autorizado a hacer el Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) de 2019-20 por el Acta de Reforma de las Ciencias de la Educación de 2002 (ESRA 2002, 20 U.S.C., § 9543) y a obtener récords educativos de los estudiantes de agencias o instituciones educativas para propósitos de evaluación de programas de educación con fondos federales, bajo la Ley de Derechos Educativos y Privacidad Familiar (FERPA, 34 CFR §§ 99.31(a)(3)(iii) and 99.35). RTI International, una organización sin fines de lucro que realiza estudios y está basada en los Estados Unidos, está recolectando los datos para NCES.

La información que proporcione podrá usarse solamente para propósitos estadísticos y no podrá divulgarse ni usarse de manera que permita identificar a los participantes para ningún otro propósito, salvo que lo requiera la ley (20 U.S.C., § 9573 y 6 U.S.C. §151).

Emails

Additional Prepaid Incentive E-mail (Group 1, Phase 2)

SUBJECT: Agradecimiento por tu participación en NPSAS

Buenos días, «fname»,

[IF PayPal PREPAID: «Dado que tu participación en NPSAS es muy importante, **te enviamos \$«prepaid2» por PayPal «a [e-mailaddress] »como agradecimiento por tu participación en NPSAS. Si prefieres a recibir los \$«prepaid2» por cheque, por favor contactanos a npsas@rti.org o 800-723-8942.»** **[IF CASH PREPAID:** « Dado que tu participación en NPSAS es muy importante, **te estamos enviando \$«prepaid2» por correo electrónico como agradecimiento por tu participación en NPSAS. Recuerda buscar un sobre blanco grande del Centro Nacional para Estadísticas de Educación.»**]

[IF INCENTIVE ELIGIBLE: « Una vez que hayas completado la encuesta, **recibirás \$«inc_amount» por tu participación, a través de «PayPal o con »cheque« además de los \$«prepaid2» que te enviamos por adelantado!»**»]



O puedes visitar la página de NPSAS e iniciar sesión en: <https://surveys.nces.ed.gov/npsas/>

ID del estudio: «caseID»

Contraseña: «contraseña»

Si tienes preguntas o si prefieres participar por teléfono, por favor llama al **877-677-2766**.

Gracias de antemano por tu participación.

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

No. de Control de OMB: 1850-0666

Obtén más información sobre nuestros procedimientos de confidencialidad en

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

Text

Group 1, Phase 2 Additional \$10 Prepaid Incentive Text

US DEPT OF EDUC: <<fname>>, tu participación en NPSAS es importante, [IF PAYPAL PREPAID: y por eso te mandamos \$prepaid2 por PayPal; IF CASH: y por eso te vamos a mandar \$prepaid2 por correo]. <TRANSLATED TEXT>. Completa tu encuesta para recibir un pago adicional de \$<inc_amount>. Haga clic aquí para empezar: [bitly link]. Responde con la palabra STOP para dejar de recibir mensajes. Reply “English” to request this message in English.

- Revised – The Thank You E-mail was revised to clarify the current delay in incentive check disbursement due to the COVID-19 pandemic. For the Spanish translation, the revised text for this e-mail appears on page E-196.

Thank You E-mail

SUBJECT: De parte de NPSAS, te damos las gracias

Estimado(a) <fname>,

En nombre del Departamento de Educación de los Estados Unidos y el personal del Estudio Nacional de Ayuda Económica a Estudiantes de Postsecundaria (NPSAS) queremos darte las gracias por participar en NPSAS. Tu participación es muy importante para ayudar a asegurar el éxito del estudio.

[INSERT MERGE FIELD FROM TABLE – INCENTIVE SELECTION, PAGE E-197]

Si tienes preguntas, por favor no dudes en llamarnos a **NPSAS Línea de Ayuda al 877-677-2766**.

¡Gracias por ayudar a que NPSAS sea un éxito!

Attentamente,

[INSERT MERGE FIELD FROM TABLE – SOURCE AND SIGNATORY, PAGE E-196]

ID del estudio: «caseID»

No. de Control de OMB: 1850-0666

Obtén más información sobre nuestros procedimientos de confidencialidad en

<https://surveys.nces.ed.gov/npsas/confidentiality.aspx>

«emailID»

Click [here](#) to request contact materials in English.

Incentive Selection

PayPal	Nuestros registros indican que escogiste recibir nuestra muestra de agradecimiento a través de PayPal. Por favor toma en cuenta que procesar tu pago puede tomar hasta un día hábil o de negocio. Por favor espera recibir un correo electrónico de PayPal indicando que has recibido fondos de parte de RTI International. (Tal vez tengas que revisar también tu carpeta de CORREO NO DESEADO O SPAM.) Si tienes alguna duda, por favor comunícate con nosotros.
PayPal no entregado	Nuestros récords indican que tu pago a través de PayPal no pudo ser entregado. Nos gustaría volver a enviarte tu pago. Por favor responde a este correo electrónico y avísanos si te gustaría que enviemos el pago usando una dirección electrónica diferente, o si te gustaría que intentemos enviarlo nuevamente a la dirección electrónica «emailaddress». El hecho de que el pago no pudo ser entregado podría indicar que tu cuenta está bloqueada o inactiva.
PayPal aceptado	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por PayPal y que has aceptado el pago. Por favor contáctanos si tienes alguna inquietud.
PayPal no	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por

reclamado	PayPal, pero que aún no has reclamado tu pago. El pago expirará después de 30 días, así que por favor asegúrate de reclamarlo antes de ese plazo. Por favor contáctanos si tienes alguna inquietud.
Cheque	Nuestros récords indican que elegiste recibir nuestra muestra de agradecimiento por cheque. Tu cheque está siendo procesado y deberías recibirlo de 3 a 4 semanas. <<Por favor toma en cuenta: Tu cheque podría ser retrasado como resultado a la pandemia COVID-19. Nos disculpamos por algún molestia esto podría causar.>> Por favor contáctanos si tienes alguna inquietud.
No hay incentivo	Leave blank

Modifications to Appendix H, Student Records Instrument (Changes are in red font)

- Revised – the Eligibility items BELIG and BELIGRSN were updated to add instructions for reporting students that receive full tuition refunds due to COVID-19. The revised wording appears below and on H-11 and H-12.

BELIG

Student is eligible for NPSAS:20?

Note [Web and Excel mode]: this item defaults to Yes unless you change the selection.

Note [CSV mode]: if you leave this item blank, the student will be treated as eligible for NPSAS:20.

If you think that this student is ineligible for NPSAS:20, change the response to No and select a reason that the student is ineligible. If more than one reason applies, choose the reason that appears first on the list. You do not need to provide any other data for ineligible students.

Note about students ineligible due to a tuition refund: students who attended your institution in spring of 2020 and then received a full tuition refund solely due to COVID-19 related interruptions of study should be marked as eligible. These students should only be marked as ineligible if one of the other ineligible reasons apply (e.g., student was enrolled in a high school completion program, etc.).

The student is ineligible for NPSAS:20 if he or she meets any of the following conditions:

- Not enrolled at institution: Student was not enrolled at this institution at any time from July 1, 2019 to June 30, 2020.
- Tuition refund: Student was enrolled at one time but received a full tuition refund for all terms in study period from July 1, 2019 to June 30, 2020. If the student received a full tuition refund solely because of a COVID-19 related interruption of study but would otherwise be eligible for NPSAS:20, the student should be marked as eligible.
- Pays tuition to another institution: Student attends this institution under joint arrangements with another institution and pays tuition solely to the other institution.
- Length of program: Student was enrolled in an occupational/technical program of study less than 3 months or 300 clock/contact hours of instruction.
- Non-credit program: Student was enrolled, but not in at least one course that could be applied toward fulfilling requirements for an academic degree, a certificate or diploma program, or in a term for credit that could be transferred to another school.
- Completing high school: Student was still completing high school requirements as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.
- GED or high school completion program: Student was enrolled solely in a GED or high school completion program as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.
- Adult basic education program: Student was enrolled solely in an adult basic education program (e.g., ESL, literacy) as of the last term enrolled in the July 1, 2019 - June 30, 2020 academic year.

1=Yes

0=No

BELIGRSN

Ineligible reason

Select the reason that the student is not eligible for NPSAS:20.

Note about students ineligible due to a tuition refund: students who attended your institution in spring of 2020 and then received a full tuition refund solely due to COVID-19 related interruptions of study should be marked as eligible. These students should only be marked as ineligible if one of the other ineligible reasons apply (e.g., student was enrolled in a high school completion program, etc.).

- 1=Student was not enrolled at this institution at any time from July 1, 2019 to June 30, 2020.
- 2=Student was enrolled at one time but received a full tuition refund for all terms in study period from July 1, 2019 to June 30, 2020. **If the student received a full tuition refund solely because of a COVID-19 related interruption of study but would otherwise be eligible for NPSAS:20, the student should be marked as eligible.**
- 3=Student attends this institution under joint arrangements with another institution and pays tuition solely to the other institution.
- 4=Student was enrolled in an occupational/technical program of study less than 3 months or 300 clock/contact hours of instruction.
- 5=Student was enrolled, but not in at least one course that could be applied toward fulfilling requirements for an academic degree, a certificate or diploma program, or in a term for credit that could be transferred to another school.
- 6=Student was still completing High School requirements (for the last term enrolled).
- 7=Student was enrolled solely in a GED or High School completion program (for the last term enrolled).
- 8=Student was enrolled solely in an adult basic education program (i.e., ESL, literacy) (for the last term enrolled).

- 1=Not enrolled at institution
- 2=Tuition refund
- 3=Pays tuition to another institution
- 4=Length of program
- 5=Non-credit program
- 6=Completing high school
- 7=GED or high school completion program
- 8=Adult basic education program

- *Revised –The date of birth field was revised to adjust the valid minimum year value from 1940 to 1930 and the maximum value from 2014 to 2004. The revised range appears below and on H-14.*

ASTHDOB

Date of Birth
 Month: January - December
 Date: 01-31
 Year: ~~1940~~1930 - ~~2014~~2004

- *Revised –The Citizenship field was revised to record the response options to match the Student Records Codebook given to institutions. The revised values appear below and on H-14.*

ACITIZEN

Citizenship Status
 Please indicate the student's citizenship status using one of the response options provided. Do not provide the student's country of origin.
 1 = US citizen or US national
 2 = Resident alien, permanent resident, or other eligible non-citizen
 3 = Foreign/International student with student visa
 -1 = Unknown

- *Revised – items in the Enrollment section that refer to a student’s “last term enrolled between July 1, 2019...” were updated to clarify how institutions should report terms that were interrupted due to COVID-19. These items are Program/Degree (H-22), Graduate Degree Type (H-23), Class Level (H-23), First Major (H-24), and Second Major (H-25). The same instruction was added to all five of these items. The revised wording for Program/Degree appears below.*

BENLADEG

Program/Degree

In what degree program was this student enrolled on June 30, 2020? If the student was no longer enrolled on June 30, 2020, report the degree program for his or her last term enrolled between July 1, 2019 and June 30, 2020. **If the student’s last term enrolled was suspended due to COVID-19, report the student’s degree program as of the last day of classes.**

- *Revised – Tuition and Required Fees Charged was updated to add instructions for reporting students that receive full tuition refunds due to COVID-19. The revised wording appears below and on H-26.*

BTUITOT

Total Tuition and Required Fees Charged _____

[FOR TERM-BASED INSTITUTIONS: Report the total tuition and required fees charged to this student for [term1, term2, term3,...], prior to any aid, discounts, or waivers.] These are the terms your institution reported for the 2019-20 academic year on the NPSAS:20 Registration Page. If you have questions about these terms, please contact the Help Desk.

[FOR CONTINUOUS ENROLLMENT INSTITUTIONS: Report the total tuition and required fees charged to this student for the period July 1, 2019 to June 30, 2020, prior to any aid, discounts, or waivers.]

- **Please report the tuition and required fees charged prior to any refunds or reimbursements due to COVID-19. If any part of the student’s tuition was refunded or reimbursed, please report that amount separately under “Tuition Refund for COVID-19.”**
 - Required fees include all fixed sum charges that are required of such a large proportion of all students that the student who does not pay the charges is an exception.
 - Include any out-of-state/out-of-district fees for applicable students.
 - Please enter the specific amount charged for this student (typically obtained from the business or bursar's office), not the budgeted tuition amount or the average tuition amount charged for students.
- *Added – Tuition and Fees Refunded for COVID-19 was added to collect tuition refunds issued due to COVID-19. The item wording appears below and on H-26.*

BTUIREF (NEW)

Tuition and Fees Refunded for COVID-19 _____

Please report the amount of tuition or fees refunded or reimbursed to the student due to COVID-19. If the student did not receive a tuition or fees refund or reimbursement due to COVID-19, leave this item blank. This item is only for reporting tuition or fee refunds or reimbursements due to COVID-19. Tuition waivers for other reasons should be reported as aid in the financial aid section. Do not report tuition refunds or reimbursements for COVID-19 as financial aid.

- *Added – Room and Board Refunded for COVID-19 was added to collect whether students received room and board refunds due to COVID-19. The item wording appears below and on H-27.*

BROOMREF (NEW)

Indicate whether your institution refunded any portion of the student’s room and board fees for the July 1, 2019 to June 30, 2020 academic year due to COVID-19.

0 = No

1 = Yes

2 = Institution does not offer room and board.

-1 = Unknown

- *Revised – Enrollment Status and Number of Credits or Clock Hours Enrolled in Term were revised to include instructions for reporting students whose enrollment was disrupted due to COVID-19. The item wording appears below and on H-27 and H-28.*

BTMST[01-12]

Enrollment Status for [Term 01-12]

Enter the student’s enrollment status in [term 1-12].

For institutions with interruptions of study related to COVID-19: If the student’s enrollment status changed due to COVID-19 (e.g., for institution closure or a partial cancellation of a student’s course load), please report the student’s most recent enrollment status. For example, a student who was enrolled full-time in spring 2020 but dropped to half-time status due to COVID-19 related course cancellations should be reported as half-time.

For institutions without interruptions of study related to COVID-19: If enrollment status was used to determine financial aid eligibility, report that enrollment status for this item. Otherwise, report the enrollment status as defined by your institution.

Institutions typically define enrollment status based on the number of credit or clock hours attempted.

For example, students who are enrolled as a **full-time student** typically carry at least

- 12 semester or quarter hours per term at the undergraduate level or 9 credit hours per term at the graduate level.
- 24 semester hours or 36 quarter hours per academic year for an educational program using credit hours for a program of less than one academic year.
- 24 clock hours per week for an education program using clock hours.

0 = Not enrolled

1 = Full-time

2 = 3/4-time

3 = Half-time

4 = Less than half-time

BTMHR

Number of Credits or Clock Hours Enrolled in [Term 01-12] _____

Enter the number of credits or clock hours this student attempted for this term. **If the student’s credit or clock hours attempted changed due to COVID-19 (e.g., for institution closure or a partial cancellation of a student’s course load), please report the student’s most recent credit or clock hours attempted. For example, a student who was enrolled for 12 credit hours in spring 2020 but dropped to 6 credit hours due to COVID-19 related course cancellations should be reported as 6 credit hours.** If you were not able to provide an enrollment status for this term, the number of credits or clock hours is critical for determining this student’s enrollment intensity.

- *Revised – Budget Period was revised to refer institutions to the Student Records Handbook for instructions for reporting students impacted by COVID-19. The item wording appears below and on H-28.*

CNPERIOD

Budget Period

Select the budget period that matches the budgeted costs of attendance you will provide for this student. If possible, please provide the full-time, full-year budget that matches this student’s program and residence, even if the student was not enrolled full-time for the entire year. (Below you will be asked to indicate whether the full-year budget includes costs for summer terms.)

For guidance on reporting budgeted costs of attendance for students impacted by COVID-19, please see the Student Records Handbook on the Resources page of the PDP or contact the Help Desk.

If a full-time, full-year budget is not available, you can use Pell guidelines to prorate the amount to reflect the costs for a full-time student enrolled for a full academic year in the student’s academic program. Click here for definitions and more information about prorating costs of attendance.

If a full-time, full-year budget is not available, and you cannot provide a prorated amount, you may provide budgeted costs of attendance for other budget periods. For additional guidance and examples, please see the NPSAS:20 Student Records Handbook (available on the Resources page of the PDP).

Please provide budgeted costs of attendance for a full-time student enrolled for a full academic year.

Academic year: An academic year must include at least 30 weeks of instructional time for credit-hour based programs, or 26 weeks of instructional time for clock-hour based programs.

At a semester-based institution, the academic year typically includes fall and spring terms. At a trimester-based institution, the academic year typically includes fall, spring, and summer terms.

For more information about defining an academic year, visit [link]. A link to the FSA Handbook is also available on the Resources page of the PDP.

Full-time: The following minimum coursework standards are for undergraduate students enrolled full-time in the academic year:

- For credit-hour programs, at least 24 semester or trimester credit hours, or 36 quarter credit hours; or
- For clock-hour programs, at least 900 clock hours.

Adjusting budgeted costs of attendance: If your program costs are not for full-time, full-year enrollment, use the Pell guidelines to adjust your costs of attendance to report a full-time, full-year budget.

For more information about prorating costs of attendance for Pell, visit [link]. A link to the FSA Handbook is also available on the Resources page of the PDP.

1 = Full-time, full-year

2 = Full-time, one term

3 = 3/4-time, full-year

4 = 3/4-time, one term

5 = Half-time, full-year

6 = Half-time, one term

7 = Less than half-time, full-year

8 = Less than half-time, one term

9 = Other

- *Revised – help text for the five Financial Aid subsections was updated to refer institutions to the Student Records Handbook for instructions for reporting students impacted by COVID-19. The new instruction appears for Federal Aid (H-31), State Aid (H-32), Institution Aid (H-36), Private Aid or Other Government Aid (H-39), and Other Aid (H-43). The revised wording for Federal Aid appears below.*

SUBSECTION: FEDERAL AID

[FOR TERM-BASED INSTITUTIONS: For each of the federal aid programs below, report the total whole dollar amount disbursed for [term1, term2, term3,...]. These are the terms your institution reported for the 2019-20 academic year on the NPSAS:20 Registration Page. If you have questions about these terms, please contact the Help Desk.

Report the total amount disbursed for these terms combined, not separate amounts for each term. If the student has aid for this period that has not yet been disbursed, include the whole dollar amount that you expect to be disbursed. For example, if you need to report aid for the Summer 2020 term but the aid has not yet been disbursed, include the amount awarded that you expect to be disbursed.]

[FOR CONTINUOUS ENROLLMENT INSTITUTIONS: For each federal aid award received by the student, report the total whole dollar amount disbursed for the 2019-2020 financial aid year (July 1, 2019 to June 30, 2020). If the student has aid for this period that has not yet been disbursed, include the whole dollar amount awarded that you expect to be disbursed.]

For additional guidance and examples, please see the NPSAS:20 Student Records Handbook, which is available on the Resources page of the PDP. If the student was awarded a type of federal financial aid not listed here, you will have an opportunity to enter the name, type, and amount awarded in 'Other Aid' at the end of this section.

For guidance on reporting financial aid for students impacted by COVID-19, please see the Student Records Handbook on the Resources page of the PDP or contact the Help Desk.

- *Revised – the twelve Financial Aid Type items were updated to add a new response option for COVID-19 aid and add help text describing the new response option. The new response option and help text appear in the State Aid (H-33), Institution Aid (H-36), Private Aid or Other Government Aid (H-39), and Other Aid (H-43) subsections. The revised wording for State Aid Program Type 1 appears below.*

CFSTTYP01

State Aid Program Type 1

Need-based aid is awarded based on an applicant's financial resources. Merit-based aid is awarded based on an applicant's academic achievement. Merit aid that was awarded without consideration of financial resources should be considered merit aid. However, if any part of the awarding criteria includes a student's financial resources, the aid is considered either "need-based" or "both need and merit-based." Aid based on neither need nor merit may include an applicant's non-academic talents, demographic, or other characteristics as the awarding criteria.

For help categorizing aid awards, see the Financial Aid Type Cheat Sheet on the Resources page of the PDP, or contact the Help Desk. **Special financial aid awards for students impacted by COVID-19 should be reported as Aid for COVID-19 (type = 20). Refunds of tuition or fees due to COVID-19 should not be reported as financial aid; instead, they should be reported as "Tuition and Fees Refunded for COVID-19" in the Enrollment section.**

- 1=Grant/scholarship, need-based
- 2=Grant/scholarship, merit-based
- 3=Grant/scholarship, both need and merit
- 4=Grant/scholarship, neither need nor merit
- 5=Grant/scholarship, unknown
- 6=Tuition Waiver, non-faculty/staff
- 7=Loan
- 8=Work-study
- 9=Athletic scholarship
- 10=Tuition waiver, faculty/staff
- 11=Teaching assistantship/stipend
- 12=Research assistantship/stipend

- 13=Other assistantship/stipend
- 14=Traineeship
- 15=ROTC/Armed Forces Grants
- 16=Veterans benefits
- 17=Resident advisor/assistant (RA) benefits
- 18=WIA/Job training/Vocational Rehabilitation
- 19=Employer aid
- 20=Aid for COVID-19

Modifications to Appendix I, Student Instrument (Changes are in red font)

- *Revised – Student interview revised to collect information on the impact of the COVID-19 virus on students. The item wording appears below.*

N20ANOATT (ABBREV), PAGE I-27

Why are you not currently attending [NPSAS institution]?

- 1 = Completed course or program at [NPSAS institution]
- 2 = Withdrew from [NPSAS institution]
- 3 = Attending a different school, but still enrolled at [NPSAS institution] (including studying abroad)
- 4 = Taking a leave of absence from [NPSAS institution]
- 6 = On break (for example, on summer break)
- 5 = Other reason

Please specify

Help Text: Indicate the reason that best describes why you are not currently attending [NPSAS institution].

Select **On break** if you are on a break between semesters, terms, or quarters and not currently attending classes.

Select **Completed course or program at [NPSAS institution]** if you have completed all the requirements for a particular course or for a program.

Select **Withdrew from [NPSAS institution]** if you withdrew from [NPSAS institution] at some point after July 1, 2019 and are no longer an enrolled student at [NPSAS institution].

Select **Attending a different school, but still enrolled at [NPSAS institution]** (including studying abroad) you are still enrolled at [NPSAS institution] and earning credits towards your program at [NPSAS institution], but attending a different school for a specific amount of time.

Select **Taking a leave of absence from [NPSAS institution]** if you are not attending [NPSAS institution] for a specific amount of time but you intend to return to [NPSAS institution].

Select **Other Reason** if none of the other options describe why you are not currently attending [NPSAS institution], and provide the reason in the textbox.

N20ADRPRF (ABBREV), PAGE I-29

Did you receive a full refund of your tuition when you left [NPSAS institution]?

(A full tuition refund occurs when all money paid for tuition a semester or term is refunded to you [or your parents].)

- 2 = Yes, received a full refund due to Coronavirus Disease 2019 (COVID-19)
- 1 = Yes, received a full refund for another reason
- 0 = No

Help Text: Indicate whether you (or your parents) received a full refund of tuition when you left [NPSAS institution].

A full refund occurs when all tuition money paid for that term is refunded to you (or your parents).

If you received a full refund **only** due to a change in [NPSAS institution] enrollment caused by Coronavirus Disease 2019 (COVID-19), please select “Yes, received a full refund due to Coronavirus Disease 2019 (COVID-19).”

N20BALLONLIN, PAGE I-77

[If [survey date before July 1, 2020] = 1]

Between July 1, 2019 and today, [{if [currently enrolled] = 1} have any of your classes at [NPSAS institution] been {else} were any of your classes at [NPSAS institution] taught entirely online?

In courses entirely taught online, students access all of their instruction for class over the internet for the entire term or semester with no in person or face-to-face classes.

[else]

In the 2019-2020 academic year, were any of your classes at [NPSAS institution] taught entirely online?

In courses entirely taught online, students access all of their instruction for class over the internet for the entire term or semester with no in person or face-to-face classes.

1 = Yes

0 = No

Help Text: Indicate whether any of your classes were entirely online when you last attended [NPSAS institution] in the 2019-2020 academic year (July 1, 2019-June 30, 2020).

Entirely online classes would not include any in-person components; students access all of their instruction for the class over the Internet.

N20FCOVATND (ABBREV), PAGE I-139

Now we would like to collect information on how the National Emergency related to Coronavirus Disease 2019 (COVID-19) may have affected your experiences between January 1, 2020 and [{if survey date before July 1, 2020} today {else} June 30, 2020].

Did you attend [NPSAS institution] at any time between January 1, 2020 and [{if survey date before July 1, 2020} today {else} June 30, 2020]?

1 = Yes

0 = No

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

N20FCOVEXP (ABBREV), PAGE I-139

[If N20FCOVATND = 1]

Did you experience any of the following while attending [NPSAS institution] between January 1, 2020 and [{if survey date before July 1, 2020} today {else} June 30, 2020] as a result of COVID-19?

[else]

Did you experience any of the following between January 1, 2020 and [{if survey date before July 1, 2020} today {else} June 30, 2020] as a result of COVID-19?

Some or all of my in-person classes moved to online-only instruction

1 = Yes

0 = No

Some or all of my classes were cancelled

1 = Yes

0 = No

School breaks were extended (e.g., longer spring break, additional break after winter quarter, etc.)

1 = Yes

0 = No

Withdrew from [NPSAS institution]

1 = Yes

0 = No

Took a leave of absence from [NPSAS institution]

1 = Yes

0 = No

My study abroad program was cancelled or modified

1 = Yes

0 = No

Lost a job or lost income because of reduced hours (e.g., moved away from job near [NPSAS institution], non-essential job ended as result of stay-at-home orders, etc.)

1 = Yes

0 = No

Had difficulty accessing food or paying for food

1 = Yes

0 = No

Had difficulty finding safe and stable child care

1 = Yes

0 = No

Had difficulty finding safe and stable housing arrangements

1 = Yes

0 = No

Moved back to my permanent address

1 = Yes

0 = No

Moved to another living situation

1 = Yes

0 = No

Please describe

Received emergency financial assistance from [NPSAS institution]

1 = Yes

0 = No

Another experience not listed

1 = Yes

0 = No

Please describe

Experienced none of the above

1 = Yes

0 = No

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

N20FCOVFND (ABBREV), PAGE I-140

Did you receive, or do you expect to receive, a full refund, partial refund, or a credit for future enrollment costs from [NPSAS institution] for any of the following?

If you are unsure whether you will receive a refund or credit because [NPSAS institution] has not yet provided you with this information, please select “Refund status unknown.”

(If the statement does not apply, please select “Not applicable.”)

Study abroad program fees separate from or not associated with standard tuition and/or fees

- 1 = Full refund
- 2 = Partial refund
- 3 = Credit for future enrollment costs
- 4 = No refund
- 5 = Refund status unknown
- 6 = Not applicable

Housing (on campus or college-owned)

- 1 = Full refund
- 2 = Partial refund
- 3 = Credit for future enrollment costs
- 4 = No refund
- 5 = Refund status unknown
- 6 = Not applicable

Campus meal plan

- 1 = Full refund
- 2 = Partial refund
- 3 = Credit for future enrollment costs
- 4 = No refund
- 5 = Refund status unknown
- 6 = Not applicable

Tuition and/or fees

- 1 = Full refund
- 2 = Partial refund
- 3 = Credit for future enrollment costs
- 4 = No refund
- 5 = Refund status unknown
- 6 = Not applicable

Received, or expect to receive, a refund or credit from [NPSAS institution] for something else not listed

- 1 = Yes
- 0 = No
- Please describe

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

N20FCOVTECH (ABBREV), PAGE I-141

To assist with the transition to online-only instruction due to COVID-19, did you receive any of the following technology or technical services from [NPSAS institution]?

(If [NPSAS institution] provided the technology or technical service, but you personally did not receive it or use it, please select “Not needed.”)

Laptop or tablet

- 1 = Yes
- 0 = No
- 2 = Not needed

Internet access or internet hotspot

- 1 = Yes
- 0 = No
- 2 = Not needed

Training or learning materials on using new software

- 1 = Yes
- 0 = No
- 2 = Not needed

Free access to digital textbooks

- 1 = Yes
- 0 = No
- 2 = Not needed

Received other technology or technical service not listed to assist with online instruction

- 1 = Yes
- 0 = No
- Please describe

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

N20FCOVCOMM (ABBREV), PAGE I-142

Thinking only about [NPSAS institution]'s response to COVID-19, please indicate how much you disagree or agree with the following statements.

[NPSAS institution] provided helpful communication about how COVID-19 would impact my...

(If the statement does not apply, please select "Not applicable.")

Access to coursework

- 1 = 1 (Completely disagree)
- 2 = 2 (Somewhat disagree)
- 3 = 3 (Neither disagree nor agree)
- 4 = 4 (Somewhat agree)
- 5 = 5 (Completely agree)
- 6 = Not applicable

Housing (on campus or college-owned)

- 1 = 1 (Completely disagree)
- 2 = 2 (Somewhat disagree)
- 3 = 3 (Neither disagree nor agree)
- 4 = 4 (Somewhat agree)
- 5 = 5 (Completely agree)
- 6 = Not applicable

My [degree program] progress (e.g., completion of courses, future enrollment, grades, etc.)

- 1 = 1 (Completely disagree)
- 2 = 2 (Somewhat disagree)
- 3 = 3 (Neither disagree nor agree)
- 4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not applicable

Financial aid

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not applicable

Employment at [NPSAS institution] (including federal work-study, assistantships, etc.)

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not applicable

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

N20FCOVINFO (ABBREV), PAGE I-143

As part of the response to COVID-19, [NPSAS institution] provided the information I needed to...

(If [NPSAS institution] provided the information, but you personally did not need it, please select "Not needed.")

Access food assistance (e.g., food pantry, vouchers, etc.)

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not needed

Move off campus or out of college-owned housing

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not needed

Find alternative living arrangements

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

4 = 4 (Somewhat agree)

5 = 5 (Completely agree)

6 = Not needed

Obtain physical or mental healthcare

1 = 1 (Completely disagree)

2 = 2 (Somewhat disagree)

3 = 3 (Neither disagree nor agree)

- 4 = 4 (Somewhat agree)
- 5 = 5 (Completely agree)
- 6 = Not needed

Access emergency financial assistance from any source

- 1 = 1 (Completely disagree)
- 2 = 2 (Somewhat disagree)
- 3 = 3 (Neither disagree nor agree)
- 4 = 4 (Somewhat agree)
- 5 = 5 (Completely agree)
- 6 = Not needed

Help Text: Please only think about January 1, 2020 through June 30, 2020 when responding to this question. If you are unsure, please provide your best guess.

Spanish Translations in Appendix I, Student Instrument (Changes are in red font)

N20ANOATT, PAGE I-156

¿Por qué no estás asistiendo a [NPSAS institution] actualmente?

1 = Completaste el curso o programa en [NPSAS institution]

2 = Te diste de baja de [NPSAS institution]

3 = Estudiando a una institución educativa diferente pero aún matriculado(a)s en [NPSAS institution] (incluyendo si estás estudiando en el extranjero)

4 = Con licencia de [NPSAS institution] para no asistir

6 = De descanso (por ejemplo, en vacaciones de verano)

5 = Otra razón

Por favor especifica

Help Text: Indica la razón que describa mejor por qué no estás actualmente asistiendo a [NPSAS institution].

Selecciona De vacaciones si estás de vacaciones entre semestres, periodos o trimestres y no estás asistiendo actualmente a clases.

Selecciona Completé el curso o programa en [NPSAS institution] si has completado todos los requisitos para un curso específico o para un programa.

Selecciona Me di de baja [NPSAS institution] si te diste de baja de [NPSAS institution] en algún momento después del 1° de julio de 2019 y ya no estás matriculado(a) como estudiante en [NPSAS institution].

Selecciona Estudiando en una institución educativa diferente, pero sigo matriculado(a) en [NPSAS institution] (incluyendo estudiando en el extranjero) todavía estás matriculado en [NPSAS institution] y estás obteniendo créditos para tu programa en [NPSAS institution], pero asistiendo a una institución educativa diferente por una cantidad de tiempo específica.

Selecciona Con licencia para no asistir a [NPSAS institution] si no estás asistiendo a [NPSAS institution] por una cantidad específica de tiempo pero piensas regresar a [NPSAS institution].

Selecciona Otra Razón si ninguna de esas opciones describe la razón por la que no estás asistiendo actualmente a [NPSAS institution], y provee la razón en la casilla de texto.

N20ADRPRF, PAGE I-157

¿Recibiste un reembolso total cuando dejaste ~~la institución educativa~~ [NPSAS institution]?

(Un reembolso total de matrícula ocurre cuando todo el dinero pagado para la matrícula de ese semestre o trimestre se te reembolsa [a ti o a tus padres].)

2 = Sí, recibí un reembolso total debido a la enfermedad del coronavirus 2019 (COVID-19)

1 = Sí, recibí un reembolso total por otra razón

0 = No

Help Text: Indica si tu (o sus padres) recibieron un reembolso total de la matrícula cuando dejaste [NPSAS institution]. Un reembolso total es cuando todo el dinero pagado para la matrícula de ese semestre o trimestre se te reembolsa (a ti o a tus padres).

Si tu recibiste un reembolso total debido **solamente** a un cambio en la matriculación de [NPSAS institution] causado por la enfermedad del coronavirus 2019 (COVID-19), por favor seleccioné la opción “Sí, recibí un reembolso total debido a la enfermedad del coronavirus 2019 (COVID-19).”

N20BALLONLIN, PAGE I-157

[If [survey date before July 1, 2020] = 1]

Entre el 1° de julio de 2019 y el día de hoy, [{if [currently enrolled] = 1} ¿alguna de tus clases en [NPSAS institution] ha sido enseñada {else} alguna de tus clases en [NPSAS institution] se enseñó exclusivamente por internet?

En cursos solamente en línea, estudiantes acceden todos de la instrucción del clase en el internet por el semestre o trimestre sin clases frente-a-frente o en persona.

[else]

En el año académico 2019-2020, ¿alguna de tus clases en [NPSAS institution] se enseñó exclusivamente por Internet?

En cursos solamente en línea, estudiantes acceden todos de la instrucción del clase en el internet por el semestre o trimestre sin clases frente-a-frente o en persona.

1 = Sí

0 = No

Help Text: Indica si alguna de tus clases fue exclusivamente por internet la última vez que asististe a [NPSAS institution] en el año académico 2019-2020 (1° de julio de 2019-30 de junio de 2020).

Las clases exclusivamente por internet no incluirían ningún componente en persona; los estudiantes reciben toda la instrucción de la clase a través de internet.

N20FCOVATND, PAGE I-272

Ahora, nos gustaría recolectar información sobre como la emergencia nacional relacionado con la enfermedad del coronavirus 2019 (COVID-19) puede haber afectado tus experiencias entre el primero de enero de 2020 y [{"if survey date before July 1, 2020 = 1} hoy {"else} el 30 de junio de 2020].

¿Asististe a [NPSAS institution] en algún momento entre el primero de enero de 2020 y [{"if survey date before July 1, 2020 = 1} hoy {"else} el 30 de junio de 2020]?

1 = Sí

0 = No

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.

N20FCOVEXP, PAGE I-272

[If N20FCOVATN D = 1]

¿Experimentaste algún de los siguientes mientras asististe [NPSAS institution] entre el primero de enero de 2020 y [{"if survey date before July 1, 2020 = 1} hoy {"else} el 30 de junio de 2020] como resultado de COVID-19?

[else]

¿Experimentaste algún de los siguientes entre el primero de enero de 2020 y [{"if survey date before July 1, 2020 = 1} hoy {"else} el 30 de junio de 2020] como resultado de COVID-19?

(Por favor marca todo lo que aplique)

Unas o todas de mis clases en persona se movieron a instrucción solamente en línea

1 = Sí

0 = No

Unas o todas de mis clases fueron canceladas

1 = Sí

0 = No

Vacaciones escolares fueron extendidas (por ejemplo, vacaciones de primavera extendidas, descanso adicional después del trimestre de invierno, etc.)

1 = Sí

0 = No

Me di de baja de [NPSAS institution]

1 = Sí

0 = No

Tuve licencia de [NPSAS institution] para no asistir

1 = Sí

0 = No

Mi programa para estudiar en el extranjero fue cancelado o modificado

1 = Sí

0 = No

Perdí un trabajo o tuve una pérdida de ingresos como resultado de horas reducidos (por ejemplo, te mudaste lejos de tu trabajo acerca de [NPSAS institution], trabajo no-esencial terminó como resultado de ordenes de “quedarse en casa”, etc.)

1 = Sí

0 = No

Tuve dificultad encontrar cuidado infantil seguro y estable

1 = Sí

0 = No

Tuve dificultad acceder comida o pagar la comida

1 = Sí

0 = No

Tuve dificultad encontrar arreglos de vivienda seguros y estables

1 = Sí

0 = No

Me mudé de nuevo a mi dirección permanente

1 = Sí

0 = No

Me mudé a otra ubicación de vivienda

1 = Sí

0 = No

Por favor describe

Recibí asistencia financiera de emergencia de [NPSAS institution]

1 = Sí

0 = No

Tuve otra experiencia que no está en la lista

1 = Sí

0 = No

Por favor describe

Experimenté nada de lo anterior

1 = Sí

0 = No

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.

N20FCOVRFND, PAGE I-273

¿Recibiste, o esperas recibir, un reembolso total, un reembolso parcial, o un crédito para costos futuros de la matrícula de [NPSAS institution] para algún de los siguientes?

Si no estás seguro(a) si vas a recibir un reembolso o crédito porque [NPSAS institution] no te ha proporcionado esta información, por favor selecciona la opción “Estatus de reembolso desconocido” (Si la afirmación no aplica, por favor selecciona la opción “No aplica”).

Honorarios de programas de estudiar en el extranjero separado de o no asociado con la matrícula común

1 = Reembolso total

2 = Reembolso parcial

3 = Crédito para costos futuros de la matrícula

4 = No hay reembolso

5 = Estatus de reembolso desconocido

6 = No aplica

Vivienda (dentro del recinto o propiedad de la universidad)

1 = Reembolso total

- 2 = Reembolso parcial
- 3 = Crédito para costos futuros de la matrícula
- 4 = No hay reembolso
- 5 = Estatus de reembolso desconocido
- 6 = No aplica

Plan estudiantil de comida

- 1 = Reembolso total
- 2 = Reembolso parcial
- 3 = Crédito para costos futuros de la matrícula
- 4 = No hay reembolso
- 5 = Estatus de reembolso desconocido
- 6 = No aplica

La matrícula

- 1 = Reembolso total
- 2 = Reembolso parcial
- 3 = Crédito para costos futuros de la matrícula
- 4 = No hay reembolso
- 5 = Estatus de reembolso desconocido
- 6 = No aplica

Recibiste, o esperas recibir, un reembolso o crédito de [NPSAS institution] por algo que no está en la lista

- 1 = Sí
- 0 = No

Por favor describe

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.

N20FCOVTECH, PAGE I-274

Para asistir con la transición a instrucción solamente en línea como resultado de COVID-19, ¿has recibido algunos de los siguientes servicios tecnológicos o técnicos de [NPSAS institution]?

(Si [NPSAS institution] proveyeron el servicio tecnológico o técnico, pero no lo recibiste o usaste personalmente, por favor selecciona la opción “No fue necesario”).

Computadora portátil o tableta

- 1 = Sí
- 0 = No
- 2 = No fue necesario

Acceso de internet o hotspot de internet

- 1 = Sí
- 0 = No
- 2 = No fue necesario

Entrenamiento o materiales de aprendizaje acerca de como usar software nuevo

- 1 = Sí
- 0 = No
- 2 = No fue necesario

Acceso gratuito a libros de textos digitales

- 1 = Sí
- 0 = No
- 2 = No fue necesario

Recibí otro servicio tecnológico o técnico para asistir con instrucción solamente en línea que no está en la lista

- 1 = Sí

0 = No

Por favor describe

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.

N20FCOVCOMM, PAGE I-275

Tomando en cuenta solo la respuesta de [NPSAS institution] a COVID-19, por favor indica qué tan en desacuerdo o de acuerdo estás con las siguientes afirmaciones.

[NPSAS institution] proveyó comunicación útil sobre como COVID-19 impactaría mi...

(Si la afirmación no aplica, por favor selecciona la opción “No aplica”).

Acceso a trabajos de curso

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No aplica

Vivienda (dentro del recinto o propiedad de la universidad)

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No aplica

Progreso hacia [el/la] [degree program] (por ejemplo, finalización de cursos, matriculación futura, calificaciones, etc.)

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No aplica

Ayuda económica

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No aplica

Empleo en [Y_NPSCHL] (incluyendo estudio y trabajo federal, ayudantías, etc.)

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No aplica

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.

N20FCOVINFO, PAGE I-276

Como parte de la respuesta a COVID-19, [NPSAS institution] proveyó la información que yo necesité para...

(Si [NPSAS institution] proveyó la información, pero tu personalmente no lo necesitaste, por favor selecciona la opción “No fue necesario”).

Acceder asistencia alimentaria (por ejemplo, despensa de alimentos, vales, etc.)

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No fue necesario

Moverme fuera del recinto o fuera de vivienda propiedad de la universidad

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No fue necesario

Encontrar arreglos de vivienda alternativos

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No fue necesario

Obtener cuidado de salud físico o mental

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No fue necesario

Acceso a asistencia financiera de emergencia de cualquier fuente

1 = 1 (Completamente en desacuerdo)

2 = 2 (Un poco en desacuerdo)

3 = 3 (Ni en desacuerdo ni de acuerdo)

4 = 4 (Un poco de acuerdo)

5 = 5 (Completamente en acuerdo)

6 = No fue necesario

Help Text: Por favor piensa solamente el tiempo entre el primero de enero de 2020 y el 30 de junio de 2020 al responder esta pregunta. Si no estás seguro(a), responde lo que te parezca.