**Federal Student Aid**

Digital & Customer Care Platform & Services Design Research Screener Question Pool

OMB Control Number: 1845-0159

Demographic questions

First name

[text entry]

Last name

[text entry]

Email

[text entry]

Phone number

[number entry]

State or territory of residence

[text entry]

Age group

* Under 18
* 18-24 years old
* 25-34 years old
* 35-44 years old
* 45-54 years old
* 55-64 years old
* 65-74 years old
* 75 years or older

Can you claim anyone as a dependent?

* Yes
* No

What is your dependent’s education level(s)? (Check all that apply)

* Less than High School
* High School or GED
* Vocational or other
* Some college, no degree
* Associate degree
* Bachelor’s degree
* Other: [text entry]

Are you currently in the armed forces?

* Yes
* No

Have you ever served in the military?

* Yes
* No

Are you of Hispanic or Latino descent?

* Yes
* No

What race do you most identify with? (Check all that apply)

* Native American or Alaska Native
* Asian
* Black or African American
* Native Hawaiian or Other Pacific Islander
* White
* Prefer not to answer

What is your parents’ education level?

* Neither parent completed college
* One parent completed college
* Both parents completed college

What is your marital status?

* Single
* Married
* Divorced
* Other: [text entry]
* Prefer not to answer

How would you rate your fluency in English?

* Native
* Fluent
* Conversational
* Beginner
* I don’t speak English

Would you consider yourself an English learner?

* Yes
* No

Would you or anyone in your family consider themselves an English learner?

* Yes
* No

How would you rate your fluency in Spanish?

* Native
* Fluent
* Conversational
* Beginner
* I don’t speak Spanish

Are you a native or fluent speaker of any other languages? If so, please specify.

[text entry]

What is your household income?

* $0 - 25,000
* $26,000- $50,000
* $51,000 - $75,000
* $76,000 - $125,000
* $126,000 - $150,000
* $150,000+
* Don’t know/Not sure
* Prefer not to answer

Education

What is the highest level of education you have completed?

* Some high school
* High school graduate
* Professional or career school
* Some college
* Associate’s degree
* Bachelor’s degree
* Some graduate school
* Master’s degree
* Doctoral degree

What best describes your current situation in regard to college or career school?

* I attend in-person
* I am an online student
* I attend both online and in-person
* I deferred my acceptance
* I took a leave of absence
* I withdrew
* I graduated
* I will be attending school
* I don’t plan to attend school
* Other: [text entry]

Are you a first-generation college student?

* Yes
* No
* Don’t know/Not sure

What is your current enrolment status?

* Part time
* Full time

What degree are you pursuing?

* Certificate
* Associate’s degree
* Bachelor’s degree
* Master’s degree
* Doctoral degree
* Undecided

When did you graduate from your most recent schooling?

* 0–5 months ago
* 6–12 months ago
* 1–2 years ago
* 2-5 years ago
* 5+ years ago
* I’m currently in school
* Don’t know/Not sure

Do you have any dependents currently enrolled in a post-secondary school (college or career school)?

* Yes
* No

What type of college or career school is/are your dependent(s) attending? (check all that apply)

* Two-year Public
* Four-year Public
* Two-year Private
* Four-year Private
* Proprietary
* Vocational

Federal Student Aid: Student Loans and grants

Have you received financial aid from the federal government to help pay for school? (Check all that apply)

* Direct subsidized loan
* Direct unsubsidized loan
* Direct Parent PLUS loan
* Direct Grad PLUS loan
* Federal Perkins loan
* Federal Family Education Loan (FFEL)
* Direct Consolidated loan
* Pell Grant
* ISAG Grant
* FSEOG Grant
* TEACH Grant
* Work-study program
* I have not received any financial aid from the federal government
* Don’t know/Not sure

How much federal student loan debt do you have?

* < $10,000
* $10,001–$25,000
* $25,001–$75,000
* $75,001–$100,000
* $100,000+
* Prefer not to say
* Don’t know/Not sure

Have you started paying back your loans?

* Yes
* No
* Don’t know/Not sure

Which of the following best describes your situation in regard to making payments on your student loans?

* I am in a grace period
* I am making payments on time
* I am behind on my payments
* My loans are in default
* My loans are in deferment or forbearance
* I completed my payments
* Other: [text entry]

What repayment plan are you on?

* Standard Repayment Plan
* Graduated Repayment Plan
* Extended Repayment Plan
* Income-driven Repayment Plan
* Don’t know/Unsure

Which Income-Driven Repayment Plan are you on?

* Revised Pay As You Earn Repayment Plan (REPAYE)
* Pay As You Earn Repayment Plan (PAYE)
* Income-Based Repayment Plan (IBR)
* Income-Contingent Repayment Plan (ICR)
* Income-Sensitive Repayment Plan
* Don’t know/Not sure

Have you ever defaulted on your federal student loans?

* Yes
* No
* Don’t know/Unsure

Are any of your current student loans in delinquent status or have defaulted?

* Yes
* No
* Don’t know/Unsure

Have you ever participated in a user research activity, market research discussion group, or individual interview with the Department of Education or Federal Student Aid before?

* Yes
* No

When was the last time you participated in a user research activity, market research discussion group, or individual interview?

* Within the past three months
* 3-12 months
* Over a year ago

Employment

Which of the following best describes your current employment situation?

* Employed full time
* Employed part time
* Not employed, seeking work
* Not employed, not seeking work

What is your current job?

[text entry]

Which of the following best describes your employer?

* Government organizations (federal, state, local, or tribe)
* Not-for-profit organizations
* Private business
* Other: [text entry]
* Don’t know/Not sure

Do your work for an institution of higher education?

* Yes
* No

Do you work at a college financial aid office?

* Yes
* No

What is your job within your college’s financial aid office?

[text entry]

Do you work in a nonprofit that focuses on higher education?

* Yes
* No

Do you work at a secondary school (high school)?

* Yes
* No

Are you a secondary school (high school) counselor?

* Yes
* No

Are you a post-secondary school (college) counselor?

* Yes
* No

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