

FAFSA – School Outreach Survey

- Hi, my name is, [NAME], and I'm from the Department of Education.
- Last week, Secretary Cardona sent a letter to your President about the Department's commitment to improving the FAFSA process.
- It has been a challenging FAFSA season, and we appreciate your extraordinary efforts as we continue to work to get this right. We're reaching out today to see how you are doing and how we can support you moving forward with packaging aid offers and to make sure you are aware of resources that the Department has recently shared.
- On Wednesday, we sent directly to you (note: in their "SAIG mailbox") detailed information about each record that you have received from the Department. That information includes what records will be reprocessed and why so you can make informed decisions about packaging aid offers. The records also include whether student aid eligibility – after reprocessing – will go up or down.
- As these lists show, you can move forward with packaging aid for the majority of student records you have received.
- **To understand how we can better support you and other schools across the country, we would like to ask you a few questions.**
 - **Have you already started packaging aid? (yes/no)**
 - [If yes] Are you packaging aid to all students or a subset of students? What subset?
 - [If no] What do you need from the Department to support you?
 - **[IF YES] Have you already sent out aid offers to applicants? (yes/no)**
 - [If yes] Who have you sent aid offers to? All students or a subset of students? What subset?
 - [If a subset] Are you waiting for reprocessed ISIR data before sending aid packages to applicants? (yes/no)
 - [If all students] What is your plan for assessing and packaging reprocessed records? Will you reprocess awards only if the updated data benefits students or will you reprocess for all affected students? (Only if it benefits students/all students)
 - **[IF NO] Do you plan to send aid packages by May 1? (yes/no)**
 - [If yes] How confident are you that you will send aid packages by May 1?
(Confident/not confident/not sure/NA)
 - [if no] When do you plan on sending aid packages by?

- **Does your institution have a decision deadline for students (yes/no)**
 - [If yes] If so, what is it?
[If May 1 deadline or before June 15] Have you considered moving back the deadline?
(Yes/No/Already moved deadline)

- **In an ordinary academic year, when do you begin to originate aid?**

- **Thank you so much for taking the time to answer those questions. Now I wanted to turn to you to see if you have any questions or concerns to raise with me today.**
 - o See appendix for FAQs.

