



CUSTOMER
EXPERIENCE

Demographics

HUD is collecting this demographic data to ensure that we speak to people from a diverse range of backgrounds.

Please select the responses that best describe you. Providing this information is voluntary and anonymous.

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According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The time required to complete this information collection is estimated to average 5 minutes. All responses to this collection of information are voluntary. If you have comments or concerns regarding this collection, please contact Helen Nicholas of HUD's Customer Experience team at helen.e.nicholas@hud.gov.

1. What gender do you identify as?

- Male
- Female
- Non-binary
- Transgender
- I prefer not to say
- Other: _____

2. What state do you live in?

3. What is your age?

- 18-24
- 25-34
- 35-44



- 45-54
- 55-64
- 65 and above
- I prefer not to say

4. What is the highest grade or level of school you've completed?

- No schooling completed
- Some high school, no diploma
- High school graduate, diploma, or the equivalent (for example: GED)
- Some college credit, no degree
- Trade/technical/vocational training
- Associate degree
- Bachelor's degree
- Master's degree
- Doctorate degree
- I prefer not to say

5. Please specify your race/ethnicity. (Check all that apply)

- White
- Hispanic or Latino/Latina
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- I prefer not to say

6. Do children reside in your home?

- Yes



- No
- I prefer not to say

7. # of children that reside in your home?

8. What is your total household income (including all federal assistance)?

- \$5,000 - \$25,000
- \$25,000 - \$45,000
- \$65,000 - \$85,000
- \$85,000 - \$105,000
- \$105,000 - \$125,000
- \$125,000+
- I prefer not to say

9. Have you received financial education or housing counseling services before?

- Yes, I learned about it in school
- Yes, I've received information from my friends, family, or community
- Yes, I've done research online
- Yes, I've attended sessions from a licensed or certified housing counselor
- No
- I prefer not to say
- Other: _____

10. Which best describes where you live?

- Urban/City
- Suburban/Outside a city



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Demographics Questionnaire
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- Rural
- Native American tribal land
- I prefer not to say

11. Do you identify with any of the following? (Check all that apply)

- I am an active service member or veteran
- I have a disability
- I identify as LGBTQ
- None of the above
- I prefer not to say

12. Check all that apply:

- I have student loan debt
- I have significant debt from medical bills
- I have been incarcerated in the past
- I have filed for bankruptcy in the past
- I have experienced homelessness in the past
- None of the above
- I prefer not to say