

Federal Student Aid 2013 Awareness and Outreach Direct Customers Survey

[Programming instructions in bold brackets]

Thank you for attending the Federal Student Aid presentation on **[insert date]**. The purpose of this survey is to provide feedback on the presentation. It has less than ten questions and will take approximately five minutes to complete. The survey is authorized by the U.S. Office of Management and Budget, Control No. 1845-0045.

1. Overall, how would you rate the Federal Student Aid presentation you attended? **[Scale of 1-5 with 1 being excellent and 5 being poor]**
2. How would you rate the trainer(s)? **[Scale of 1-5 with 1 being excellent and 5 being poor]**
3. Please rate the impact of the presentation in the following areas **[Scale: 1 - 5 with 1 being significant impact and 5 being no impact]**
 - a. Increased my knowledge of federal financial aid for which I may be eligible
 - b. Increased my knowledge of Federal Student Aid’s resources and tools and how I can use them
 - c. Increased my ability to make good decisions about college and financial aid
4. Please indicate if you knew of any of these resources prior to the presentation and if you plan to use them in the future (check all that apply)

	I did NOT know about this resource prior to attending the Federal Student Aid presentation		I DO plan to use this resource in the future
	Federal Student Aid print publications		Federal Student Aid print publications
	Federal Student Aid Information Center (FSAIC) 1-800-4FEDAID		Federal Student Aid Information Center (FSAIC) 1-800-4FEDAID
	StudentAid.gov		StudentAid.gov
	Fafsa.gov		Fafsa.gov
	Federal Student Aid Facebook page		Federal Student Aid Facebook page
	@FAFSA Twitter account		@FAFSA Twitter account
	Federal Student Aid YouTube channel		Federal Student Aid YouTube channel
	Federal Student Aid videos and infographics		Federal Student Aid videos and infographics
	Other (please specify)		Other (please specify)

5. Are you a...
 - a. High school student
 - b. Adult student
 - c. Parent

- d. School counselor
 - e. Other school staff
 - f. Staff at a community-based organization
 - g. Other (please specify)
6. **[If Q5=a or b]** Has either of your parents completed college?
- i. Yes
 - ii. No
7. **[If Q5=c]** Have you or your spouse completed college?
- i. Yes
 - ii. No
8. **[If Q5=a or b]** Do you plan to fill out a Free Application for Federal Student Aid (FAFSA)? (please check one)
- a. Yes, I will submit a FAFSA as a result of this presentation
 - b. Yes, I will submit a FAFSA, and I was already planning to do so before attending the presentation
 - c. I already submitted a FAFSA prior to this presentation
 - d. I do not plan to submit a FAFSA
 - e. I am not sure if I will submit a FAFSA
 - f. Other (please specify)
9. **[If Q8 =d or e]** If you are not sure, or do not plan to submit a FAFSA, please tell us why.
- a. I do not plan to enroll in college
 - b. I do not think I am qualified for financial aid
 - c. I do not need financial aid
 - d. I do not have all the information I need to submit a FAFSA
 - e. The form is too difficult to fill out
 - f. Other (please specify)
10. **[If Q9=b]** Why do you not think you are qualified for financial aid?
11. Please share with us any thoughts you have on how the presentation could be improved for future participants.

Thank you for your feedback.