

APPENDIX 1.

The text of the two proposed surveys are as follows:

EXAMPLE #1
University of Texas at Austin
Faculty Committee on Student Financial Aid

Office of Student Financial Status Survey
Spring 2003

1. Student ID:
2. Age: under 21, 21-25, 25-30, over 30
3. Gender: F M
4. Race or ethnicity: African American, Asian, Hispanic, White, Native American, Other
5. Are you a Texas resident? Yes, No
6. College or School: ARC, BUS, COM, ED, EN, FA, I, LAW, LA, NS, NUR, PHR, SW
7. Class Standing: Freshman, Sophomore, Junior, Senior, Masters, Doctoral
8. Number of credit hours currently enrolled:
9. Number of years in higher education completed:
10. Number of additional years in higher education anticipated:
11. Parental Annual Income (combined): less than \$40,000, \$40-70,000, \$71-100,000, \$101-150,000, over \$150,000
12. Current Employment (self):
 - Hours/week:
 - Monthly Income:
 - Summer Income:
13. Marital Status: S M
14. Spouse's Monthly Income:
15. Current Number of Dependents:
16. Current Educational Expenses:
 - Tuition & Fees:
 - Books & Supplies:
 - Rent & Utilities:
 - Food & Personal Care:
 - Travel:
 - Other:
17. Special Financial Need Circumstances: Medical, Family
18. Total annual living expenses:
19. Current Primary Financial Institution: Bank, Credit Union, Savings & Loan
20. Current year's funding source(s) and amount(s) for educational expenses: Parents, Spouse, Own Savings, Own Income, Grant/Scholarship, Personal Loan, Federal Loan, Work/Study, Other
21. Prior funding source(s) and amount(s) for educational expenses (total for all prior years): Parents Spouse, Own Savings, Own Income, Grant/Scholarship, Personal Loan, Federal Loan, Work/Study, Other
22. Total indebtedness (education and other) you anticipate at end of education:
23. Number of Credit Cards Held:
24. Current Credit Card Debt:
25. Is current total indebtedness reasonable? Yes, No
26. Anticipated annual salary in year after education is completed:
27. Estimated years to repay debt for educational expenses:
28. Sources of information about financial aid: HS counselors, Parents, UT OSFS personnel, UT Web sites, UT mailed information, Friends, Financial institutions, Other
29. Preferred communication sources about financial aid: HS counselors, Parents, UT OSFS personnel, UT Web sites, UT mailed information, Friends, Financial institutions, Other
30. Describe your interest in financial planning and management instruction:

I am comfortable with my current knowledge about financial matters.
I would like to receive printed materials about financial planning and management.
I would like a list of Web sites to learn about financial planning and management.
I would like to attend some information workshops on financial matters.
I would like to take a non-credit course on financial planning and management.
I would like to take a UT course for credit on financial planning and management.
I believe a course on personal finances should be required at UT.

EXAMPLE #2
University of Texas at Austin
Faculty Committee on Student Financial Aid

Office of Student Financial Services Survey
Spring 2003

1. Student ID:
2. Age: under 21, 21-25, 25-30, over 30
3. Gender: F M
4. Race or ethnicity: African American, Asian, Hispanic, White, Native American, Other
5. Are you a Texas resident? Yes, No
6. College or School: ARC, BUS, COM, ED, EN, FA, I, LAW, LA, NS, NUR, PHR, SW
7. Class Standing: Freshman, Sophomore, Junior, Senior, Masters, Doctoral
8. Number of credit hours currently enrolled:
9. Number of years completed at UT:
10. Current Employment (self):
Hours/week:
Monthly Income:
Summer Income:
11. Current Educational Expenses:
12. Special Financial Need Circumstances: Medical, Family
13. Total annual living expenses:
14. Current year's funding source(s) and amount(s) for educational expenses: Parents, Spouse, Own Savings, Own Income, Grant/Scholarship, Personal Loan, Federal Loan, Work/Study, Other
15. Prior funding source(s) and amount(s) for educational expenses (total for all prior years): Parents Spouse, Own Savings, Own Income, Grant/Scholarship, Personal Loan, Federal Loan, Work/Study, Other
16. Did financial aid play a part in your decision to attend UT Austin: Yes No
17. Sources of information about financial aid: HS counselors, Parents, UT OSFS personnel, UT Web sites, UT mailed information, Friends, Financial institutions, Other
18. Sources of information about financial aid you use now: HS counselors, Parents, UT OSFS personnel, UT websites, UT email, UT mailed information, Friends, Financial institutions
19. How well did you understand the terms of your financial aid opportunities as you entered UT? Thoroughly, Mostly, About half, Not very well, Not at all
20. How well do you understand your financial aid opportunities now? Thoroughly, Mostly, About half, Not very well, Not at all
21. What methods do you use to find out about financial aid opportunities at UT? Talk with friends, Talk with parents, Visit OSFS in person, Call OSFS on phone, Visit OSFS website, Read mailed information from UT, Talk with financial institution (bank, credit union) advisers
22. How would you prefer to receive information about financial aid? Parents, UT OSFS personnel, UT Web sites, UT email, UT mailed information, Friends, Financial institutions
23. How would you rate your current financial aid package amount? None, Inadequate, Adequate, More than adequate
24. How would you rate the ease of receiving your financial aid allocation? Efficient, Reasonable, Cumbersome, Too difficult

25. Please describe your interactions with the Office of Student Financial Services this year.
 Number of contacts this year:
 Mode of contacts: Walk-in, Appointment, Phone, Email
 Purpose: Seek information, Seek initial aid, Submit forms, Seek additional aid, Resolve problems
 Delays: (average waiting time per contact to receive attention)
 Courtesy: extremely courteous, courteous, average, impolite obnoxious
 Resolution of request: excellent and prompt resolution, good resolution, resolution achieved, inadequate resolution, no resolution
 Compared with other UT offices: superior, better than average, about the same, below average, terrible
26. The OSFS uses an automated email response system. If you have received email responses to messages you sent, how has this system worked? Prompt and efficient, Usually fine, Adequate but not always clear, Often inadequate, Not well at all
27. How would you rate the following services of the OSFS at UT? [List as excellent, above average, average, below average, or terrible]
 Counseling
 Web services
 Application processing
 Scholarship services
 Student Employment services
 Disbursing funds
28. What do you find most difficult about receiving financial aid at UT?
29. Are there ways you think the OSFS could improve their services?
30. Describe your interest in financial planning and management instruction
 I am comfortable with my current knowledge about financial matters.
 I would like to receive printed materials about financial planning and management.
 I would like a list of Web sites to learn about financial planning and management.
 I would like to attend some information workshops on financial matters.
 I would like to take a non-credit course on financial planning and management.
 I would like to take a UT course for credit on financial planning and management.
 I believe a course on personal finances should be required at UT.

In the first survey example, Questions 28, 29, and 30 are different from the survey taken by the College of Liberal Arts. In the second example, Questions 25 and following are different from the survey taken by the College of Liberal Arts.