

2012 Parent Survey Template as of 2/24/2012

TELL US HOW WE ARE DOING

Thank you for participating in the [INSTITUTION] Parent Survey. This survey is being sent to parents of enrolled students by a select group of colleges and universities. The results will help us serve both parents and students better. All individual responses will be confidential -- only averages and other summary statistics will be reported. We hope you will complete the survey. A high response rate dramatically improves the usefulness of the results.

Either parent may fill out the questionnaire or both parents may complete the survey together. If you have more than one child attending [INSTITUTION], please answer in reference to the older son or daughter who is enrolled as an undergraduate here.

The survey consists of several sections, and the entire survey should take approximately 15 minutes to complete. Once you submit each page by hitting the "Next" button, your answers will be saved from that page. You may complete part of the survey and return at a later date to finish it. If you return to the survey, your previous answers will be displayed for you to review and edit if you wish.

Remember your responses will be completely confidential, so please be candid. Your participation is very important and greatly appreciated!

Tell Us How We Are Doing

1. Overall, how satisfied are you with your child's undergraduate education at [INSTITUTION] so far?

- Very satisfied
- Generally satisfied
- Ambivalent
- Generally dissatisfied
- Very dissatisfied

2. As a parent, how satisfied are you with each of the following aspects of [INSTITUTION]? [NOTE: Overall satisfaction with financial aid is asked later in the survey.]

	Very dissatisfied	Generally dissatisfied	Generally satisfied	Very satisfied	Don't know
Overall quality of instruction	•	0	•	0	•
Emphasis on undergraduate education [opt] Colleges may ask "Focus on teaching"	0	0	O	O	O
The administration's responsiveness to parent concerns	0	0	0	0	•
Social life on campus	O	\odot	0	O	0
Sense of community on campus	•	0	0	0	•
Intellectual atmosphere outside the classroom	O	\odot	O	0	O
Your own sense of personal connection to [INSTITUTION]	0	0	0	0	0
Optional item from defined list below [opt]	O	\odot	0	0	0
Optional item from defined list below [opt]	0	0	0	0	•
Optional item from defined list below [opt]	O	\odot	0	0	0
Optional item from defined list below [opt]	0	0	0	0	•

Options for the satisfaction items:Medical/health servicesQuality of academic advisingMedical/health servicesTutoring and other academic helpPsychological counseling servicesUndergraduate research opportunitiesFinancial aid officeContact with facultyFinancial services (bursar, student accounts, etc.)Student housingYour child's safety on campusCareer counseling & placementExtent of ethnic and racial diversity

Campus police

Athletic facilities

3. Please tell us how much you agree or disagree with the following statements:

			Neither agree		
	Disagree strongly	Disagree somewhat	nor	Agree somewhat	Agree strongly
I am happy my child attends [INSTITUTION].	0	۲	0	۲	0
It has been very difficult for us to pay for my child's college education.	O	O	O	O	O
My child is under too much academic stress.	0	۲	0	۲	0
Overall, my child is doing well at [INSTITUTION].	O	O	O	O	O
I am worried that my child will graduate with too much debt.	0	0	•	0	0
I am worried that my child will have trouble finding a job after graduation.	O	O	0	O	O
Optional/local item 1 [opt]	۲	0	0	۲	0
Optional/local item 2 [opt]	O	O	O	O	O
Optional/local item 3 [opt]	0	0	0	۲	0

4. In your opinion, how important is it that [INSTITUTION] does each of the following? [Colleges] Thinking about undergraduate education, how important is it that [INSTITUTION] does each of the following? [Universities]

	Not at all important	Not too important	Somewhat important	Very important
Provide a broad-based education that promotes intellectual growth	0	0	0	۲
Recruit a diverse student body	©	0	0	0
Provide training for a specific career or profession	0	0	0	۲
Improve students' future earning potential	O	0	0	0
Promote personal growth and maturity	•	•	•	0
Provide opportunities to conduct research with faculty	O	O	O	O
Encourage community service and volunteering	0	0	0	٥
Develop leadership skills	O	0	0	0
Provide extensive extracurricular and athletic options	0	0	0	۲
Prepare students for graduate or professional school	©	O	O	o
Provide international/global experiences (e.g. study or work abroad)	0	۲	۲	٥
Create opportunities for on-campus interactions with students from diverse backgrounds	O	O	0	O
Provide opportunities to access a valuable alumni/ae network [opt]	0	0	0	0
Optional/local item 1 [opt]	O	0	0	0
Optional/local item 2 [opt]	0	0	0	•

5. Please tell us how much you agree or disagree with the following statements:

	Disagree strongly	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree strongly
[INSTITUTION] could spend less and still maintain a high quality of education.	0	0	0	0	0

	Disagree strongly	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree strongly
[INSTITUTION] should try to help improve its surrounding community.	O	O	O	O	O
Intercollegiate (NCAA) athletics receive too much attention at [INSTITUTION]. [opt]	0	0	0	0	0
[INSTITUTION] is a place where people of different racial and ethnic backgrounds can feel welcome.	0	O	O	O	o
Alcohol plays too dominant a role in social life at [INSTITUTION]	0	0	0	0	0
[INSTITUTION] provides adequate resources for the health and wellness of students.	O	O	O	O	0
Faculty research at [INSTITUTION] enriches the undergraduate experience.	0	0	0	0	۲
Optional/local item 1 [opt]	0	O	O	\odot	0
Optional/local item 2 [opt]	0	0	0	0	۲

6. Would you encourage a high school senior who resembles your child (same background, abilities, interests and temperament) to attend [INSTITUTION]?

- Definitely would
- Probably would
- Maybe
- Probably not
- Definitely not

BEING THE PARENT OF A COLLEGE STUDENT

Being the Parent of a College Student: Staying Informed

1. Do you feel that you are receiving sufficient communication from [INSTITUTION]?

- I am receiving too little communication
- I am receiving <u>sufficient</u> communication
- I am receiving too much communication

2. Overall, how well do you think the information you receive from [INSTITUTION] meets your needs as a parent?

- Very well
- Pretty well
- Adequately
- Poorly

3. Use this checklist to tell us which areas you'd like to hear more about. Mark as many as you like.

- Events for parents (e.g., Family Weekend)
- Resources for parents (e.g., Parents Association)
- Academic life and policies
- Residential life and policies
- Religious life
- Special events on campus
- Campus safety
- Student organizations

- Off-campus programs (such as Study Abroad)
- Financial aid
- Financing (installments, pre-pay, etc.)
- Academic support services (e.g., tutoring)
- Career counseling
- Psychological/counseling services
- Medical/health services
- Optional/local item (up to 3) [opt]

Athletics

[opt] COFHE suggests potentially adding a local question bank here (e.g., 6 statements with a 5 point scale + N/A) on communications from the institution. Example topics could be communications from senior leadership, parent associations, specific publications. For an example, see the Wesleyan 2007 Parent Survey local questions.

DAY TO DAY

Day-To-Day Involvement With College Life

1. During the current school year, about how often have you and your child been in touch (by phone, e-mail, mail, or any other way)? This is while your child is away at school. Mark the best answer.

- More than once a day
- Daily
- A few times a week
- Weekly
- A few times a month
- Few times a term
- Once a term or less

2. How many times have you visited the campus during the current academic year? Please include trips to drop-off or pick-up your child.

- None
- Once
- Two or three times
- More than three times
- 3. During the current academic year, have you...

Yes	No	
0	0	Visited [INSTITUTION]'s website?
O	0	Watched videos available from [INSTITUTION]'s website?
0	0	Read the college newspaper (on-line or in print)?
O	O	Followed blogs or social media (Facebook, Twitter, etc.) from [INSTITUTION]?
0	•	Attended an event at [INSTITUTION] in which your child was involved?
O	O	Attended an event at [INSTITUTION] in which your child was not directly involved?

4. During the current academic year, have you interacted by phone, e-mail, in person, etc., with...

Yes	No	
0	0	financial aid office staff?
0	0	one of your child's instructors?
0	0	a staff person in a dean's office?
0	0	career services office staff?
0	0	residential life staff?
0	0	your child's academic advisor?
0	0	financial services/bursar's office staff?
O	O	others at [INSTITUTION] we have not mentioned? Please specify the office or role.

5. During the current academic year, how often have you done each of the following?

Very often

Helped your child make decisions about which courses to take.	0	0	0	•	0
Talked with your child about course material.	O	0	0	0	0
Talked with your child about his/her long-term career or academic plans.	0	0	•	0	•

this

Choosing a College (optional block)

Choosing a College

Entire page is optional, may pick and choose specific questions.

1. From your perspective as a parent, to what extent did each of the following help your child in the college admission process? Consider all aspects of the process, including selecting schools to apply to, preparing applications, and making the final choice about where to attend. **[opt]**

	Not at all	Some	Quite a bit	A great deal	Not Applicable
You and the child's other parent(s)	0	۲	0	۲	0
High school guidance or college counselors	0	0	O	O	O
Coaches	0	۲	0	۲	0
Other high school teachers and advisors	0	0	O	O	O
Special high school, after school, or summer programs	0	•	0	0	•
Paid college counselors	0	0	O	0	O
Test prep programs	0	•	0	0	0
Magazines and college guidebooks	\odot	0	\odot	O	O
Web sites designed to help students choose colleges	0	•	0	0	•
College visits	0	0	O	O	O
Optional/local item 1 [opt]	0	۲	0	۲	0
Optional/local item 2 [opt]	0	O	O	O	O

2. Tell us how much you agree or disagree with the following statement: [opt]

Financial aid was a major factor in my child's college choices.

- Agree strongly
- Agree somewhat
- Neither agree nor disagree
- Disagree somewhat
- Disagree strongly

[OPTIONAL, AND MAY BE CUSTOMIZED BY SCHOOLS TO BEST MEET LOCAL NEEDS.

Institutions may substitute questions that refer to THEIR net price calculator here, changing the response items to include "Have visited the [INSTITUTION] net price calculator" and editing the next item to read "other sites". Follow-ups only for OWN SITE as an option. For any parents who don't know about the 'calculator', we could at the end of the survey provide a brief explanation of where your school's calculator can be found, so they can easily find it later.]

3. Have you ever heard about or visited a web-based "Net Price Calculator" that helps you estimate the amount of financial aid you might receive?

- Yes, I have visited one or more of these sites
- Yes, I have heard about them but have not visited one of these web pages
- No
- Not Sure

3a. Have you used any of these calculators (entered your own information to get a result)?

[opt] POPS UP BASED ON VISITING CALC

- Yes
- No
- Not sure

3b. If so, how helpful did you find these tools? [opt] POPS UP BASED ON VISITING CALC

- Very helpful
- Somewhat helpful
- Not very helpful

PAYING FOR COLLEGE

Paying for College – This Year

We want to understand how families are paying for college. Your answers are completely confidential: the data will be used for research purposes only. Your financial aid will not be affected in any way.

1. Did your child receive a grant to help pay expenses for the current academic year from any source? Grants include any aid you need not repay and may be based on need or merit or both. Consider grants awarded by this institution or by any outside source. [Include athletic scholarships.] [Athletic appears for Duke, Georgetown, JHU, Northwestern, Rice, Stanford]

Yes No

2. Please use the scale below to describe the amount of grant aid your child received for the current academic year. [opt] POPS UP BASED ON HAVING GRANTS

- \$1 \$4,999
- \$5,000 \$9,999
- \$10,000 \$14,999
- \$15,000 \$19,999
- \$20,000 \$24,999
- \$25,000 \$29,999
- \$30,000 \$39,999
- \$40,000 or more

SHOWS IF GETGRANT=YES OR IF SKIPPED

3. Please use the following list to describe how your family is meeting your college expenses this year. Consider all of your college costs for this child after subtracting any grants you may have reported above. Please mark one answer in each row, marking "Did not use" where appropriate. We know this is a hard question. Just make your best guess.

SHOWS IF GETGRANT=NO

3. Please use the following list to describe how your family is meeting your college expenses this year. Consider all of your college costs for this child. Please mark one answer in each row, marking "Did not use" where appropriate. We know this is a hard question. Just make your best guess.

FAMILY ASSETS

	Did Not Use	1-25%	26-50%	51-100%	
Ordinary savings and sale of stock or other financial assets	•	0	0	0	
Sale of non-financial assets (real estate, etc.)	O	O	0	\odot	
State-sponsored college savings ("529") plan	•	0	0	0	
Pre-paid tuition plan (of any kind)	0	\odot	0	\odot	
Withdrawal from a retirement plan	0	0	•	0	

PARENT BORROWING

	Did Not Use	1-25%	26-50%	51-100%
Home equity loans	•	0	0	0
"PLUS" and other loans through the financial aid office	0	\odot	0	O
Parent educational loans from private lenders	•	0	0	0
Borrowing from relatives or friends	0	\odot	0	O
Borrowing from a retirement plan	•	0	0	0
Other types of borrowing	0	\odot	0	0

CURRENT PARENT INCOME

	Did Not Use	1-25%	26-50%	51-100%
Income from parents' usual job(s) or business	0	0	0	0
Parents' second jobs or overtime work	0	\odot	0	0
Parents' employee benefits	0	0	0	0

STUDENT CONTRIBUTIONS

	Did Not Use	1-25%	26-50%	51-100%
Student work-study or term-time job(s)	0	0	0	0
Student earnings during vacation periods	0	\odot	0	O
Student borrowing – all kinds	0	0	0	0
Student's assets (trust fund, etc.)	0	\odot	0	O
Student's employee benefits	۲	0	0	0

OTHER RESOURCES

	Did Not Use	1-25%	26-50%	51-100%
Gifts from relatives or others (e.g., grandparents)	0	0	0	0
Resources not listed above. Please specify.	٢	O	O	O

BORROWING

Paying for College – To Date

For this next set of questions, think about this child's entire undergraduate experience to date.

1. So far, how much money have you or your spouse/partner borrowed to pay for your child's college education? Include all years. Do not include amounts the student is obligated to repay.

- ◎ \$0
- ◎ \$1 \$4,999
- \$5,000 \$9,999
- \$10,000 \$14,999
- \$15,000 \$19,999
- \$20,000 \$24,999
- \$25,000 \$29,999
- \$30,000 \$39,999
- \$40,000 \$49,999
- \$50,000 \$59,999
- \$60,000 \$74,999
- \$75,000 \$99,999
- \$100,000 or more

1a. Will your child help repay these loans? Mark the best answer. [POPS UP BASED ON HAVING DEBT]

No, my child will not help repay these debts

- Yes, my child will repay less than half of what I borrowed
- Yes, my child will repay half or more of what I borrowed

2. If your child has borrowed money for college, do you expect to help him or her pay off these loans? Mark the best answer.

- My child has no student loans
- No, my child will make these payments on his/her own
- Yes -- I or someone else will repay less than half of what my child borrowed
- Yes -- I or someone else will repay half or more of what my child borrowed

3. If you are not living with this child's other parent, does the other parent contribute to the student's education expenses?

- Not Applicable
- Yes
- No

4. What has been the impact on your family of paying for your child to attend [INSTITUTION]?

- None/slight
- Moderate
- Considerable
- Severe
- Not applicable (We have not contributed funds for our child's education.)

5. Has your child's experience at [INSTITUTION] been worth the impact on your family's finances?

- Yes, definitely
- Somewhat
- No, definitely not

5a. Overall, how satisfied are you with the level of financial aid you have received from [INSTITUTION]? [opt] Shows only if parent indicates student received grants.

- Very satisfied
- Generally satisfied
- Generally dissatisfied
- Very dissatisfied

About You and this Child

About You and this Child

As a reminder, if you have more than one child attending [INSTITUTION], please answer in reference to the older son or daughter enrolled as an undergraduate here.

1. What is your child's gender?

🔍 Female 🔍 Male 🔍

- 2. What is your child's year in college?
- First Year
- Second Year
- Third Year
- Fourth Year
- Fifth Year or later

3. Has your child participated in intercollegiate sports as an athlete while in college? [opt]

🔍 Yes 🔍 No

4. Where did your child live during the most recent fall term?

- Residence hall
- Fraternity/sorority
- Other college housing
- Off-campus (alone or with roommates)
- With parent(s)
- Studying abroad or at another U.S. college

5. In which of the following areas is your child majoring? Please mark all that apply. [SCHOOLS MAY SUBSTITUTE AN ALTERNATE LIST IF REQUIRED ON CAMPUS.]

Business & Management	Physical Sciences or Mathematics
Engineering or Applied Sciences	Social sciences
Humanities	Cther
Fine Arts	Undecided
Biological Sciences	

6. What is your relation to this child? If more than one person is filling out the survey, please select all that apply.

Custodial parent, step-parent, or other legal guardian (including joint custody)

Non-custodial parent

Other

7. Please indicate the gender(s) of those responding to this survey. Mark all that apply.

🗏 Male 🔳 Female 🗏

8. Are you married or living with a partner?

Yes No

9. Counting this student, how many children do you have in college now (this academic year)? Include step-children and others you helped to raise or for whom you share financial responsibility.

- One [only this student]
- Two
- Three or more

About You

About You

1. On your last birthday, how old were you?							
Under 45	0 45-49	0 50-54	0 55-59	60-64	65-69	70 or older	
1a. How old	l is vour si	oouse or p	artner? [s	hows only	ifperson	selects yes for spouse/partner]	
	, ,			····· ,		·····	
Under 45	0 45-49	0 50-54	0 55-59	060-64	0 65-69	70 or older	

2. What is the highest degree you have earned? What about your spouse or partner (if applicable)?

	Your spouse or partner [shows only if
You	person selects yes for
	spouse/partner]

Highest

Degree

3. If you have a graduate or professional degree, please indicate which. Again, if you are married or living with a partner, respond for him or her as well. Mark all that apply. **[opt]**

You	MBA	Other Master's degree	Medical degree	Law degree	Doctoral degree	Other
Your Spouse/Partner [shows only if person selects yes for spouse/partner]						

4. Has a parent, sibling, or other close relative of this child attended [INSTITUTION]?

🔍 Yes 🔍 No

5. Are you a citizen or permanent resident of the United States?

You

🔍 Yes 🔍 No

5a. Is your spouse or partner a citizen or permanent resident of the United States? [shows only if person selects yes for spouse/partner]

🔍 Yes 🔍 No

6. What is your race or ethnicity? What about your spouse or partner (if applicable)? Mark all that apply.

	Asian	Black/Africar American	n Hispanic/Latino	Native Hawaiian or Native Pacific American Islander White			
You							
Your Spouse/Partner [shows only if person selects yes for spouse/partner]							

7. Please use the following categories to tell us what your before-tax family income from all sources was in 2011. Again, all information you provide is completely confidential and will be used only for research.

- Under \$25,000
- \$25,000 \$49,999
- \$50,000 \$74,999
- ◎ \$75,000 \$99,999
- \$100,000 \$124,999
- \$125,000 \$149,999
- \$150,000 \$174,999
- \$175,000 \$199,999
- \$200,000 \$249,999
- \$250,000 \$499,999
- \$500,000 or above

8. If you presently are living in the United States, please indicate your ZIP code in the space provided.

U.S. Zip Code (5 digit)

Your Comments

Please use the following spaces to add your comments. College and university administrators read these comments and often use them to identify strengths and weaknesses. Since the survey is confidential, however, they cannot address individual issues. If you have a problem or concern and would like a personal response, you should also contact the appropriate individual(s) on campus directly.

What has most pleased you about [INSTITUTION]? [opt; school may substitute local questions.]

What has most disappointed you about [INSTITUTION]? [opt; school may substitute local questions.]

A number of questions in the survey dealt with paying for college. Use the space below to add any comments or thoughts you have about this, including sacrifices you made, what you "wish you knew" before you started out, and so on. [opt; school may substitute local questions.]

Please use this space to make any other comments you would like about any of the topics raised in this survey or any other matter of concern to you. [opt; school may substitute local questions.]