

Appendix D. Student Interview Questions

We have assembled some student interview questions to help the reviewer target problem areas during a program review. Student interviews are an essential part of the interview process. They can provide the reviewer with valuable information about the administration of the Title IV programs at an institution. They can identify problems and systemic deficiencies not readily apparent in a file review alone. These questions are not intended to be all-inclusive. The reviewer must use her/his professional judgement in the type of questions being asked, and expand the questioning when necessary to follow up on areas of concern disclosed by the answers to other questions.

A student interview may be conducted at the school location or at another location away from the school. Many students feel more comfortable discussing problems when they are away from the school. Interviews may also be conducted on the telephone. If the reviewer discovers unusual documents or discrepancies during a file review, the reviewer may wish to ask the student about that particular issue. If student complaints were one of the factors for the program review, interviews can help clarify the problems. We hope these questions will serve as a guide to the student interview process.

It is important to note that all interviews must be completely documented for future reference in a program review report or to support any administrative action taken against an institution.

Student Interview Questions (Cont'd)

Name _____

Program of Study _____

Award Years Enrolled/Status _____

(Freshman, Sophomore, et.c)

Date of Withdrawal/Graduation (if applicable) _____

Date/Time of Interview _____

The following questions are suggested for this interview process:

(NOTE: Some questions may be more applicable depending upon the type of institution the student is attending)

PROPRIETARY

How did you hear about this school?

Were you given any incentive to enroll in this school?

Were you promised anything as a reward for completing the program?

Were you informed about the placement and completion rates prior to enrolling?

Did you talk to a sales representative?

GENERAL QUESTIONS

Are you a U.S. citizen? If not, are you a permanent resident of the U.S.?

Do you have a high school diploma or GED? If not, what type of admissions test did you take and who administered the test?

Are you currently enrolled in high school?

If you took an admissions test, did anyone help you complete the test? Was the test timed? How many times did you take the test? If more than once, was it the same test?

Have you attended any other postsecondary institution?

If so, did you receive any federal funds there? Have you ever defaulted on any federal student loan or do you owe a refund on any federal assistance you received?

When did you start school here?

What type of federal aid did you apply for at this school? Did anyone in the financial aid office help you fill out the forms?

What program (course) are you enrolled in?

What do you expect this course to prepare you to do? How much money do you expect to make? What kind of job do you expect to get?

When did you receive your student aid report (SAR)? How or when were you contacted to sign and review your ESAR?

Student Interview Questions (Cont'd)

Were you given an opportunity to review all of the information on your SAR/ESAR prior to signing it?

Have you given the school written permission to hold your federal funds to pay for tuition and fees or help budget your aid?

INDEPENDENT/DEPENDENT STATUS

(A yes answer to any one of these questions indicates an independent status)

1. **What is your age?**
2. **Are you a veteran of the U.S. Armed Forces?**
3. **Are you a graduate or professional student?**
4. **Are you married?**
5. **Are you a ward of the court or are both of your parents deceased?**
6. **Do you have legal dependents other than a spouse?**

Do you live with your parents or on your own? Do you have special circumstances?

Are you maintaining satisfactory academic progress? What are your grades? Have you ever been put on probation? Have you ever appealed a decision to terminate your enrollment based on your grades?

Have you received all the books, equipment and supplies you should have received, and for which you have been charged?

VERIFICATION:

1. **Was your application for federal aid selected for verification?**
2. **What type of additional information were you asked to give to the financial aid office?**
3. **Did they clearly tell you what you needed to bring in, the timeframe to bring it to them, and what would occur if you did not bring in the additional paperwork?**
4. **Did someone help you fill out the forms or tell you what to write?**
5. **Did your award change because of the verification process? If so, was it a greater or lesser amount?**

Did someone tell you how much federal funds you could expect to receive and when?

What type of federal aid have you received? How did you receive it? (Via a disbursement check or by the school crediting your account?)

Did you receive a Leave of Absence (LOA)? More than one? If so, when?

Student Interview Questions (Cont'd)
FEDERAL FAMILY EDUCATION LOAN PROGRAMS:

1. **When did you fill out your FFEL application?**
2. **Did anyone help you fill out the application?**
3. **Which lender did you select?**
4. **Were you offered any incentive to get a student loan through that lender?**
5. **Did you receive any counseling before you received your first disbursement?**
In-person counseling?
6. **How did you receive your disbursement check from the lender?** Did the school give you the check or were you required to sign it and give it back to the school?
7. **Was the check made out just to you, or co-payable to you and the institution?**
8. **Did you receive a copy of your promissory note/application?**

If the student dropped below half-time/withdrew/graduated:

9. **When was your last date of attendance (LDA) or full-time date?**
10. **Did you receive counseling after you ceased to be enrolled at least half-time?**
11. **Did you receive a refund calculation? If so, was any refund due to your lender?**
12. **Did you receive notification of any refund made to your lender?**
13. **Was a refund paid to your lender?**

FEDERAL PERKINS LOAN PROGRAM

1. **When did you sign your promissory note?** Did you receive a copy of it?
2. **Did you receive any counseling before you received your first disbursement?**
In-person counseling?
3. **How many advances did you get?**
4. **When did you sign for your advances?**
5. **How did you receive your advances?**

If the student withdrew/graduated:

6. **When was your last date of attendance (LDA)?**
7. **Did you receive counseling after you withdrew/graduated?**
8. **Did you receive a refund calculation? If so, was any refund due to your loan?**
9. **Did you receive notification of any refund made to your loan?** Was a refund paid on your loan?
10. **Did you sign a repayment agreement?** Did you receive a copy of that agreement?

Student Interview Questions (Cont'd)

FEDERAL WORK-STUDY

1. **What type of work are you performing?** Is the job on or off campus?
2. **Do you fill out timesheets for the times you work?**
3. **Does your supervisor monitor your work performance?**
4. **Does your supervisor certify the timesheets?**
5. **Do you work part-time or full-time?**
6. **How are you paid for the time you work?** In a paycheck? Does the school credit your account?

SPECIAL ISSUE QUESTIONS:

1. **If the student is enrolled in an ESL-only program, ask if he or she has a pre-existing job skill.** What is it? Describe?
2. **If the student is enrolled in a combined ESL and regular program, ask if student was told that he or she only had to complete the ESL portion.**
3. **Do you have any additional comments, positive or negative?**