



August 23, 2016

Mr. Jim Runcie
Chief Operating Officer
Office of Federal Student Aid
U.S. Department of Education

Dear Mr. Runcie:

On behalf of the more than 3,000 member institutions, and the 129 self-identified graduate/professional (G/P) institutions that serve more than 1.4 million G/P students, of the National Association of Student Financial Aid Administrators (NASFAA), I am writing to share a recent task force report that highlights areas for improvement in consumer information provided by the U.S. Department of Education (ED) to G/P students.

Research shows that early awareness of financial aid is linked with higher rates of undergraduate enrollment and completion. To that end, ED has developed many excellent resources on its primary consumer information websites, StudentAid.gov and StudentLoans.gov. However, this information, like the research, is primarily focused on the needs of undergraduates. As part of a project funded by Access Group, NASFAA sought to determine what consumer information is most useful to G/P students looking to make informed borrowing decisions as they prepare for, enroll in, and complete G/P programs. NASFAA's Consumer Information and Law Student Indebtedness (CILSI) Task Force set out to make recommendations for improvements to StudentAid.gov and StudentLoans.gov that would better align these tools with the needs of G/P students and allow for greater transparency related to G/P program costs and borrowing.

The central recommendation of the attached report is for ED to create a new "landing page" to StudentAid.gov and StudentLoans.gov. The new page would allow the user to personalize their experience on StudentAid.gov and StudentLoans.gov based on their school type and/or individual attributes (undergraduate, graduate/professional, career school, non-traditional adult learners), ensuring that only information relevant to that particular student is provided. The remaining task force recommendations build on the creation of these user-specific channels, offering suggested changes to existing content that would make these channels most relevant to users.

The recommendations offered by NASFAA's CILSI Task Force would ensure ED's primary consumer information websites on federal student aid better serve the needs of G/P students. We offer these recommendations in the spirit of cooperation and hope they will be given serious consideration. Questions about the task force recommendations may be directed to Charlotte Etier, senior research analyst and grants manager, NASFAA at etierc@nasfaa.org or 202-785-6943.

Sincerely,

A handwritten signature in black ink, appearing to read "Justin Draeger". The signature is fluid and cursive, with a long horizontal stroke at the end.

Justin Draeger, President & CEO