



Constant Contact Survey Results

Survey Name: [REDACTED]

Response Status: Partial & Completed

Filter: None

3/26/2014 7:24 PM EDT

TextBlock:

Please take a moment to complete this survey so that we can learn about your refund disbursement experience. This information will give us beneficial feedback that will allow us to enhance our product and services to make it better for you and future students.

***What is your age?**

Answer	0%	100%	Number of Response(s)	Response Ratio
18 to 21 years old			413	43.7 %
22 to 25 years old			153	16.2 %
31 to 35 years old			97	10.2 %
36 to 40 years old			68	7.2 %
Over 40 years old			109	11.5 %
Other			103	10.9 %
No Response(s)			0	0.0 %
Totals			943	100%

***Do you have a checking or savings account?**

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			834	88.4 %
No			109	11.5 %
No Response(s)			0	0.0 %
Totals			943	100%

* Which disbursement method did you choose?

Answer	0%	100%	Number of Response(s)	Response Ratio
Discover Prepaid Card			806	85.4 %
Direct Deposit			120	12.7 %
Paper Check			17	1.8 %
No Response(s)			0	0.0 %
Totals			943	100%

Please rate us

* on your experience related to selecting your disbursement method in each of the following areas:

1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly Disagree

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
There is plenty of information about each disbursement option.						943	1.8
It was simple to select my disbursement method.						943	1.8
I was able to set up my disbursement method online immediately (no paper forms necessary).						943	1.7
My disbursement is delivered as I selected every time.						943	1.7
I understand that I can change my disbursement method online anytime.						943	1.9

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

* How would you rate your level of satisfaction with the 24/7 customer call center?

Answer	0%	100%	Number of Response(s)	Response Ratio
They answer my questions and I am happy with that.			368	39.0 %
I think they are the best support team ever!			94	9.9 %
I get my questions answered but it is not great customer service.			33	3.4 %
Worst customer service I have ever experienced!			9	<1 %
I never need to call.			439	46.5 %
No Response(s)			0	0.0 %
Totals			943	100%

TextBlock:

If you chose the Discover Prepaid Debit Card as your refund disbursement method, please answer the following questions. If you chose direct deposit or paper check, please skip this section.

How often do you use your Discover® Prepaid Card?

Answer	0%	100%	Number of Response(s)	Response Ratio
Every day. I love it!			171	18.1 %
At least 2-3 times per week.			267	28.3 %
At least 2-3 times per month.			240	25.4 %
Rarely, saving for a rainy day.			206	21.8 %
No Response(s)			59	6.2 %
Totals			943	100%

Where do you typically use your Discover® Prepaid Card? (select all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
On Campus Purchases (Bookstore, etc.)			527	59.3 %
Everyday Purchases			433	48.7 %
ATMs Only, I Prefer Cash			157	17.6 %
Pay My Bills			250	28.1 %
Online Shopping			214	24.0 %
Online Bill Payments			167	18.8 %
All of the Above			177	19.9 %
None of the Above			48	5.4 %
Totals			888	100%

Do you use the Discover® Prepaid Card Mobile

App?

Answer	0%	100%	Number of Response(s)	Response Ratio
I didn't know there was one. I am going to download it now!			364	38.6 %
Yes, all the time.			191	20.2 %
I have downloaded it but rarely need to use it.			138	14.6 %
I don't use mobile apps.			192	20.3 %
No Response(s)			58	6.1 %
Totals			943	100%

How likely are you to recommend using the Discover Prepaid Card over receiving a check from you college/university?

Answer	0%	100%	Number of Response(s)	Response Ratio
I would shout it from the rooftop!			287	30.4 %
I would recommend to my friends.			480	50.9 %
I like it but wouldn't go out of my way to recommend it.			101	10.7 %
I would tell people to run the other way!			22	2.3 %
No Response(s)			53	5.6 %
Totals			943	100%

If you have a bank account but chose the Discover Prepaid Debit Card for your disbursement method we'd like to know why?

Answer	0%	100%	Number of Response(s)	Response Ratio
I can get my money the same day!			182	19.3 %
Fees are lower than my bank account.			45	4.7 %
No worries about overdrafts.			137	14.5 %
It's just easy to use!			457	48.4 %
No Response(s)			122	12.9 %
Totals			943	100%