

Frequently Asked Questions

PARTICIPATING ON THE PANEL

What is The Student Finance Lab?

The Student Loans Company values your opinions; we want to know what's on your mind and what is important to you. So we've set up **The Student Finance Lab** online research panel – a group of future and current students, their parents, and people who are repaying student loans, who will represent the voice of our customers nationwide.

What is an online research panel?

An online research panel is a community of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

What information is required to become a panel member?

A brief member profile, compiled via a short survey, is the only information required for joining the panel. Your member profile will include basic contact information and vital data such as gender, age, and whether you are a student, prospective student, parent or repaying your student loan. This will help us to make your panel experience more relevant to you.

How long will I have to complete each survey?

You will typically have anywhere from 72 hours to one week to complete each survey.

How many surveys do I have to complete?

We encourage participation in as many studies as you are invited to take. For each study you complete you will be entered into a draw.

How long will I remain on the panel?

You may remain on the panel as long as you choose to participate. Members may remove themselves from the panel by sending an e-mail request to support@thestudentfinancelab.com or clicking the unsubscribe button you'll find at the bottom of all emails you receive from us.

Will my profile information be sold to other companies?

The information collected by The Student Finance Panel is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

What if I forget my password?

If you cannot remember your password, simply click on the "Forgot password" button on the panel login page to have it e-mailed to yourself. If you continue to experience problems you can e-mail support.

I can't login with my e-mail address. The message says it is not in the database.

After completing the questionnaire, you should have received an e-mail asking you to confirm your e-mail address. The system will not recognize your address until it has been confirmed by clicking on the link in that e-mail. Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

How do I complete a survey?

You will be e-mailed a unique URL address for each survey you are invited to take part in. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey form online. Survey length is closely controlled to minimize the use of your time.

Are there any prizes for filling out the survey?

Yes! To show our appreciation, you will automatically be entered into our monthly prize draw every time you complete a survey. To view the full details of our prize draws, click the following link:

[https://www.thestudentfinancelab.com/MediaServer/shared/The Student Finance Lab Contest Rules 3.pdf](https://www.thestudentfinancelab.com/MediaServer/shared/The_Student_Finance_Lab_Contest_Rules_3.pdf)

How can I be sure you got my responses?

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

TECHNICAL PROBLEMS

Why am I not receiving the e-mail notifications?

Some Internet Service Providers have recently implemented new Spam Filtering Systems that will automatically direct e-mails sent from an automated system directly into the Junk Mail folder. To ensure the receipt of your survey invitations, it is best to add the panel address to your safe list or address book.

How do I add this panel to my safe list?

Here are the steps to ensure that your survey invitations are not sent to your Junk Mail folder:

1. Open your Mailbox.
2. Click on "Mail" tab.
3. Click on "Options" (It is located on the top right of the page, on the same level as the four tabs labeled Today, Mail, Calendar and Contacts).
4. Click on "Junk E-mail Protection".
5. Click on "Safe List".
6. Type "emailaddress@domain.com" and click "Add".

If you use Hotmail, Yahoo or another email retrieval program or web-based email provider your email provider or program 'help' menu will be able to give you specific instructions on adding an email address to your safe list or address book.

The link in my e-mail invitation is not working.

Depending on your service provider, or the size of your e-mail window, the link to the study may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the study correctly. If necessary, copy and paste the entire link into a web browser address bar to access the survey.

If this solution doesn't work, you can also find the study under "Open Studies" on the panel portal page. (This last line is only effective for surveys, not the profiling questionnaire)

The e-mail I received is all in code.

If you are using Microsoft Outlook, check to see if you can switch from Plain Text to HTML. At the top of your e-mail window there is a small field with the words "Plain Text" in it. Click on the down arrow to select HTML. If you continue to experience problems, please contact Support.

The page timed out.

If you leave your computer or leave the survey on the same page for a long period of time, the pages can time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.