

National Tracking Poll

Project: 200140

N Size: 1000 Adults With Student Loan Debt

Margin of Error: $\pm 3\%$

January 16-18, 2020

Topline Report

Question	Response	Frequency	Percentage
BPC1_1	<i>Thinking about your student loan(s), how aware or unaware do you feel about the following aspects of your student loan(s)? Your student loan costs</i>		
	Very aware	622	62%
	Somewhat aware	272	27%
	Somewhat unaware	54	5%
	Very unaware	51	5%
BPC1_2	<i>Thinking about your student loan(s), how aware or unaware do you feel about the following aspects of your student loan(s)? Available loan repayment options</i>		
	Very aware	403	40%
	Somewhat aware	374	37%
	Somewhat unaware	143	14%
	Very unaware	79	8%
BPC2	<i>How confident are you that you are making decisions that are in your best interest regarding the repayment of your student loan(s)?</i>		
	Very confident	337	34%
	Somewhat confident	321	32%
	Not too confident	228	23%
	Not at all confident	113	11%
BPC3_1	<i>How interested would you be, if at all, in learning more about the following? Your student loan costs</i>		
	Very interested	360	36%
	Somewhat interested	289	29%
	Not too interested	133	13%
	Not at all interested	162	16%
	Don't know/No opinion	56	6%
BPC3_2	<i>How interested would you be, if at all, in learning more about the following? Your available loan repayment options</i>		
	Very interested	397	40%
	Somewhat interested	289	29%
	Not too interested	111	11%
	Not at all interested	145	15%
	Don't know/No opinion	58	6%

Question	Response	Frequency	Percentage
BPC4	<i>Do you know the interest rate on your student loan(s)?</i>		
	Yes	445	45%
	No	555	55%
BPC5	<i>Who is your current student loan servicer?</i>		
	FedLoan Servicing	244	24%
	Great Lakes	166	17%
	Navient	185	19%
	Nelnet	121	12%
	ECSI	13	1%
	Other, please specify	86	9%
Don't know/Unsure	185	19%	
BPC6	<i>How satisfied or unsatisfied are you with the customer service your loan servicer provides? (N=815)</i>		
	Very satisfied	228	28%
	Somewhat satisfied	326	40%
	Somewhat unsatisfied	97	12%
	Very unsatisfied	91	11%
Don't know/No opinion	73	9%	
BPC7	<i>Do you expect to fully repay your student loan debt without government assistance?</i>		
	Yes, I expect to fully repay my student loan debt without government assistance	444	44%
	No, I expect the federal government to forgive my remaining loan balance through the Public Service Loan Forgiveness program 10 years after leaving my program	156	16%
	No, I am enrolled in an income-driven repayment plan and expect to have my remaining balance forgiven by the federal government 20-25 years after completing or leaving my program	183	18%
	No, I never expect my student loan debt to be paid off	217	22%
BPC8	<i>To the best of your knowledge, in how many years do you expect to be finished paying back the full balance of your student loan debt? (N=444)</i>		
	Within 10 years after completing or leaving my program	222	50%
	Between 11-20 years after completing or leaving my program	97	22%
	More than 20 years after completing or leaving my program	50	11%
Don't know/Unsure	75	17%	

Question	Response	Frequency	Percentage
BPC9_1NET	<i>Which of the following forms of financial assistance, if any, do you receive for your monthly student loan payment? Please select all that apply. Employer contribution to assist with student loan debt</i>		
	Selected	71	7%
	Not Selected	929	93%
BPC9_2NET	<i>Which of the following forms of financial assistance, if any, do you receive for your monthly student loan payment? Please select all that apply. Support from family and/or friends to assist with student loan debt</i>		
	Selected	132	13%
	Not Selected	868	87%
BPC9_3NET	<i>Which of the following forms of financial assistance, if any, do you receive for your monthly student loan payment? Please select all that apply. Other, please specify</i>		
	Selected	11	1%
	Not Selected	989	99%
BPC9_4NET	<i>Which of the following forms of financial assistance, if any, do you receive for your monthly student loan payment? Please select all that apply. I receive no financial assistance toward my monthly student loan payment</i>		
	Selected	798	80%
	Not Selected	202	20%
BPC10_1	<i>Has paying off your student loans negatively impacted any of the following? Getting married</i>		
	Yes	178	18%
	No	589	59%
	Don't know/Not applicable	233	23%
BPC10_2	<i>Has paying off your student loans negatively impacted any of the following? Starting a family</i>		
	Yes	203	20%
	No	580	58%
	Don't know/Not applicable	218	22%
BPC10_3	<i>Has paying off your student loans negatively impacted any of the following? Returning to school</i>		
	Yes	416	42%
	No	393	39%
	Don't know/Not applicable	191	19%

Question	Response	Frequency	Percentage
BPC10_4	<i>Has paying off your student loans negatively impacted any of the following? Employment decisions</i>		
	Yes	327	33%
	No	494	49%
	Don't know/Not applicable	179	18%
BPC10_5	<i>Has paying off your student loans negatively impacted any of the following? Buying a home</i>		
	Yes	458	46%
	No	387	39%
	Don't know/Not applicable	155	16%
BPC10_6	<i>Has paying off your student loans negatively impacted any of the following? Buying a car</i>		
	Yes	433	43%
	No	424	42%
	Don't know/Not applicable	143	14%
BPC10_7	<i>Has paying off your student loans negatively impacted any of the following? Saving for retirement</i>		
	Yes	578	58%
	No	278	28%
	Don't know/Not applicable	144	14%
BPC10_8	<i>Has paying off your student loans negatively impacted any of the following? Building up emergency savings</i>		
	Yes	634	63%
	No	251	25%
	Don't know/Not applicable	115	12%
BPC10_9	<i>Has paying off your student loans negatively impacted any of the following? Maintaining my mental/emotional/physical well-being</i>		
	Yes	485	49%
	No	396	40%
	Don't know/Not applicable	119	12%

Question	Response	Frequency	Percentage
BPC11	<i>If you received a wage increase, which of the following areas would be your top priority?</i>		
	Paying down student debt	200	20%
	Saving for retirement	136	14%
	Saving for emergencies	158	16%
	Saving for large purchases, such as homes, cars, etc.	60	6%
	Paying personal debt (e.g. credit card, car loan, personal loan)	251	25%
	Spending on household essentials, such as groceries, clothing, utilities, etc.	172	17%
	Spending on non-essentials or leisure, such as vacations, eating out, etc.	6	1%
	Other, please specify	16	2%
BPC12	<i>And, which of the following areas would be your second top priority if you received a wage increase?</i>		
	Paying down student debt	189	19%
	Saving for retirement	113	11%
	Saving for emergencies	204	20%
	Saving for large purchases, such as homes, cars, etc.	113	11%
	Paying personal debt (e.g. credit card, car loan, personal loan)	198	20%
	Spending on household essentials, such as groceries, clothing, utilities, etc.	121	12%
	Spending on non-essentials or leisure, such as vacations, eating out, etc.	50	5%
	Other, please specify	12	1%
BPC13	<i>Which of the following, if any, is currently your greatest obstacle to saving enough to meet your retirement goals?</i>		
	Student debt	277	28%
	Insufficient earnings	319	32%
	Rising cost of living	206	21%
	Medical/health related costs	44	4%
	Financially supporting family members	45	5%
	My employer doesn't offer a retirement savings plan	14	1%
	Lack of information about savings options	13	1%
	Other, please specify	30	3%
	I am currently saving enough for retirement	51	5%

Question	Response	Frequency	Percentage
BPC14	<i>If you were just starting your career, which would provide you with a greater incentive to seek employment in a public service profession?</i>		
	\$300 in assistance per month for up to five years while employed in public service.	343	34%
	Loan forgiveness on your remaining student loan balance after ten years of making payments while being employed in public service.	445	44%
	Don't know/Unsure	213	21%
BPC15	<i>If you had the choice, would you rather have financed your degree or credential with:</i>		
	A traditional student loan, under which the debt must be paid back with interest	248	25%
	An income share agreement, under which recipients are required to pay back a percentage of their future earnings for a set number of years	387	39%
	Don't know/Unsure	365	36%
BPC16	<i>What is your current total outstanding student loan balance?</i>		
	Less than \$10,000	184	18%
	\$10,000 - \$20,000	169	17%
	\$20,000 - \$30,000	135	13%
	\$30,000 - \$40,000	112	11%
	\$40,000 - \$50,000	72	7%
	\$50,000 - \$60,000	60	6%
	\$60,000 - \$70,000	57	6%
	\$70,000 - \$80,000	41	4%
	\$80,000-\$90,000	16	2%
	\$90,000-\$100,000	23	2%
	Greater than \$100,000	72	7%
	Unsure	60	6%

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated for registered voters with demographic post-stratification weights applied.

Respondent Demographics Summary

Summary Statistics of Survey Respondent Demographics

Demographic	Group	Frequency	Percentage
xdemAll	Adults with Student Loan Debt	1000	100%
xdemGender	Gender: Male	483	48%
	Gender: Female	517	52%
	N	1000	
demAgeGeneration	Generation Z: 18-22	41	4%
	Millennial: Age 23-38	331	33%
	Generation X: Age 39-54	321	32%
	Boomers: Age 55-73	288	29%
	N	982	
xpid3	PID: Dem (no lean)	437	44%
	PID: Ind (no lean)	289	29%
	PID: Rep (no lean)	274	27%
	N	1000	
xdemIdeo3	Ideo: Liberal (1-3)	371	37%
	Ideo: Moderate (4)	246	25%
	Ideo: Conservative (5-7)	308	31%
	N	925	
xeduc3	Educ: Some College/Assoc. Degree	513	51%
	Educ: Bachelors degree	273	27%
	Educ: Post-grad	214	21%
	N	1000	
xdemInc3	Income: Under 50k	576	58%
	Income: 50k-100k	305	30%
	Income: 100k+	119	12%
	N	1000	
xdemWhite	Ethnicity: White	783	78%
xdemHispBin	Ethnicity: Hispanic	159	16%
demBlackBin	Ethnicity: Afr. Am.	125	12%
demRaceOther	Ethnicity: Other	93	9%

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated with demographic post-stratification weights applied.

