

Office of Financial Aid 20xx-20xx Service Questionnaire

Please read the questions below and select the responses that best describe your experience with the Office of Financial Aid. Please note that your answers will be treated in strict confidence. If you have not inquired, visited, and/or applied for financial aid, please do not complete this form.

1. Have you applied for financial assistance at this institution? Yes No
 - a. If yes, what type(s) of financial aid are you receiving (check all that apply):
 Grant(s) Scholarship(s) Loan(s) Tuition Waiver(s) Work study Other
 - b. Campus you primarily attend:
 Main Location 1 Location 2 Location 3 Other
 - c. Are you satisfied with the combination of types of aid that you received? Yes No
 - d. Are you satisfied with the overall amount of financial aid that you received? Yes No

2. Have you read any printed information from this institution on financial aid? Yes No (If no, skip to #3)
 - a. If yes, please rate the usefulness of the information in explaining what you wanted to know about financial aid:
 Very Useful Quite Useful Fairly Useful Somewhat Useful Not Useful at All
 - b. Please write below what was confusing or not explained sufficiently:

3. Have you read any information from the institution's web pages on financial aid? Yes No (If no, skip to #4)
 - a. If yes, please rate the usefulness of the information in explaining what you wanted to know about financial aid:
 Very Useful Quite Useful Fairly Useful Somewhat Useful Not Useful at All
 - b. Please write below what was confusing or not explained sufficiently:

4. Have you used the institution's QA pages to search for any information on financial aid? Yes No (If no, skip to #5)
 - a. If yes, please rate the usefulness of the information in explaining what you wanted to know about financial aid:
 Very Useful Quite Useful Fairly Useful Somewhat Useful Not Useful at All
 - b. Please write below what was confusing or not explained sufficiently:

5. Do you regularly use the student portal to check your personal financial aid information? Yes No (If no, skip to #6)

If yes, have you used it to:

 - a. Check on whether your financial aid application information was received Yes No
 - b. Check on status of processing of your financial aid application Yes No
 - c. Locate the documents that you need to submit Yes No
 - d. Submit the requested documents electronically Yes No
 - e. Check on your awards Yes No
 - f. Check on and/or accept your loans Yes No
 - g. Check on your deferment(s) and book authorization Yes No
 - h. Determine if aid was applied to your student account Yes No
 - i. Check if "net check" or "eDeposit" was sent to you by the bursar Yes No
 - j. Check on reason(s) ineligible for aid or for aid being reduced Yes No
 - k. Update your mailing address and phone number Yes No
 - l. Update your email address (so Office of Financial Aid can contact you) Yes No
 - m. Please write below what was confusing or not explained sufficiently in the student portal:

Please continue with question #6 on the back of this form.

6. Have you called the Office of Financial Aid for any reason? Yes No (If no, skip to #7)
- a. If yes, please rate the courteousness of the person in the Call Center who received your call.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - b. If your call was transferred to the Office of Financial Aid, please rate the courteousness of the person(s) you were transferred to.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - c. Was your question answered by the person in the Call Center who received your call or was your call transferred?
 Answered by Call Center staff Transferred to Office of Financial Aid Transferred to other office
 - d. Please rate the knowledge of the person(s) who answered your question.
 Very Knowledgeable Quite Knowledgeable Fairly Knowledgeable Somewhat Knowledgeable Not Knowledgeable At All
7. Did you send an email to the Office of Financial Aid for any reason? Yes No (If no, skip to #8)
- a. Please rate the courteousness of the counselor(s) who responded.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - b. Please rate the knowledge of the counselor(s) who responded.
 Very Knowledgeable Quite Knowledgeable Fairly Knowledgeable Somewhat Knowledgeable Not Knowledgeable At All
8. Have you visited the front counter in the Office of Financial Aid for any reason? Yes No (If no, skip to #9)
- a. If you went to the counter, on average, how many minutes did you have to wait until you reached the front counter?
 None Less than 5 minutes 5-10 minutes 10-15 minutes More than 15 minutes
 - b. Please rate the courteousness of the person(s) you spoke with at the counter.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - c. Please rate the knowledge of the person(s) you spoke with at the counter.
 Very Knowledgeable Quite Knowledgeable Fairly Knowledgeable Somewhat Knowledgeable Not Knowledgeable At All
9. Did you have an unscheduled “walk-in” meeting in the Office of Financial Aid for any reason? Yes No (If no, skip to #10)
- a. Please rate the courteousness of the counselor(s) you met with.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - b. Please rate the knowledge of the counselor(s) you met with.
 Very Knowledgeable Quite Knowledgeable Fairly Knowledgeable Somewhat Knowledgeable Not Knowledgeable At All
10. Did you have a scheduled appointment in the Office of Financial Aid for any reason? Yes No (If no, skip to #11)
- a. Please rate the courteousness of the counselor(s) you met with.
 Very Courteous Quite Courteous Fairly Courteous Somewhat Courteous Not Courteous At All
 - b. Please rate the knowledge of the counselor(s) you met with.
 Very Knowledgeable Quite Knowledgeable Fairly Knowledgeable Somewhat Knowledgeable Not Knowledgeable At All
11. In general, how would you rate the overall quality of service that you received from the Office of Financial Aid?
 Very Good Fairly Good Satisfactory Marginally Acceptable Poor
12. How would you rate the Office of Financial Aid in comparison to other administrative offices you have worked with (admissions, registrar, cashier/bursar, advising, counseling, placement, etc.)
 Much better Somewhat better About the same as most Somewhat worse A lot worse
13. Please describe below any particularly helpful service you received from an Office of Financial Aid staff person:

14. If you have any specific suggestion about things which the Office of Financial Aid might do to make the process of applying for and obtaining financial aid more understandable, efficient, convenient, etc. please indicate them below:

Thanks for your participation!