

# Financial Aid Survey

❖ 1=Strongly Disagree; 2=Disagree; 3=Agree; 4=Strongly Agree; 5=No opinion

**How does the Financial Aid department rate?**

**Please Circle One\***

The services I needed were provided and explained.

1 2 3 4 5

My questions and concerns were answered.

1 2 3 4 5

If other information was needed to process my file, I was notified in a timely manner.

1 2 3 4 5

If my Student Aid Report needed corrections, this caused only a slight delay in processing my financial aid.

1 2 3 4 5

The staff was knowledgeable.

1 2 3 4 5

The staff was helpful.

1 2 3 4 5

I was treated with respect.

1 2 3 4 5

**What brought you to this office?**

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**How can we improve our services?**

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**What are we doing well?**

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**How do you rate the quality of the following written materials from this office?**

	Easy to read	Needs improvement
Free Application for Federal Student Aid (FASFA)	_____	_____
Letters requesting information	_____	_____
Other Financial Aid publications	_____	_____

**How many times do you contact our office during a semester?**

\_\_\_ 0      \_\_\_ 1-5      \_\_\_ 6-10      \_\_\_ 10+

When you contact our office, is it most often by:    \_\_\_ telephone call    \_\_\_ office visit

**Please list any suggestions you may have concerning the CSCC Financial Aid Office.**

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**My age group is** \_\_\_ under 20    \_\_\_ 20-25    \_\_\_ 26-30    \_\_\_ 31-35    \_\_\_ over 35

**Thank you for taking the time to complete this survey.**