

2010_Financial_Aid_Effectiveness_Summary

Count and Percent

	Count	Percent
1. To which of the following groups do you belong?		
(Not Answered)	1	1.30 %
Administration	10	12.99 %
Faculty	37	48.05 %
Staff	29	37.66 %
Total Responses	77	100 %
2. Over the past six months, have you contacted the Financial Aid Office for any service, assistance or information?		
(Not Answered)	2	2.60 %
Yes	42	54.55 %
No (Skip to Question 6)	33	42.86 %
Total Responses	77	100 %
3. About how long did it take the Financial Aid Office to respond to your request?		
(Not Answered)	33	42.86 %
Immediately	18	23.38 %
In one hour or less	5	6.49 %
Two to four hours	8	10.39 %
One day	3	3.90 %
Several days	4	5.19 %
Several weeks	2	2.60 %
Never	4	5.19 %
Total Responses	77	100 %
4. Did the time required to complete your request meet your needs?		
(Not Answered)	32	41.56 %
My request was completed more quickly than I required	18	23.38 %
My request took longer to complete than I required	14	18.18 %
I really had no specific time requirements	13	16.88 %
Total Responses	77	100 %

2010_Financial_Aid_Effectiveness_Summary

Count and Percent

	Count	Percent
5. How satisfied were you with the service you received?		
(Not Answered)	32	41.56 %
Very satisfied	20	25.97 %
Satisfied	9	11.69 %
Neither satisfied nor dissatisfied	11	14.29 %
Dissatisfied	4	5.19 %
Very Dissatisfied	1	1.30 %
Total Responses	77	100 %

6. How often have you contacted the Office of Student Financial Aid and Veteran Services for information and/or assistance?

(Not Answered)	1	1.30 %
Frequently	5	6.49 %
Often	12	15.58 %
Occasionally	38	49.35 %
Never	21	27.27 %
Total Responses	77	100 %

7. How useful or beneficial have these services been to you?

(Not Answered)	16	20.78 %
Always Useful	26	33.77 %
Often Useful	17	22.08 %
Occasionally Useful	11	14.29 %
Never Useful	7	9.09 %
Total Responses	77	100 %

11. In general, how would you rate your level of satisfaction with the services provided by the Office of Student Financial Aid and Veteran Services? (Please check one.)

(Not Answered)	4	5.19 %
Very Satisfied	20	25.97 %
Satisfied	29	37.66 %
Dissatisfied	9	11.69 %
Very Dissatisfied	1	1.30 %
Didn't Use	14	18.18 %
Total Responses	77	100 %