

Please reply by April 30, 2014

FINANCIAL AID SENIOR SURVEY

In the interest of maintaining and improving our services to you, we would appreciate your evaluation of our office. The feedback from these answers is most helpful.

Please circle your responses for each of the statements presented below as defined by the following terms: SA (Strongly Agree) A (Agree) D (Disagree) SD (Strongly Disagree)

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|---|----|---|---|----|
| 1. The hours for the Financial Aid Office are convenient for me. | SA | A | D | SD |
| 2. I can easily find the forms and information I need from the Financial Aid Office web site. | SA | A | D | SD |
| 3. I am satisfied with the service I receive from Financial Aid. | SA | A | D | SD |
| 4. I find my calls to the Financial Aid Office to be answered within a reasonable amount of time. | SA | A | D | SD |
| 5. A financial aid staff member was readily available. | SA | A | D | SD |
| 6. Adequate time was given to discuss my situation. | SA | A | D | SD |
| 7. Staff was knowledgeable and helpful in assisting me with my problem and/or inquiry. | SA | A | D | SD |

Please rank the following options in order of importance to you when choosing a lender. Rank from 1-5 with one being the highest level of importance.

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|---|----------------|
| A. Services offered to students | _____ (i.e. 1) |
| B. Ability to expeditiously process applications and disburse funds | _____ (i.e. 2) |
| C. Loan servicing for default prevention | _____ (i.e. 3) |
| D. Incentives and discounts offered to all students | _____ (i.e.5) |
| E. Single point of contact for the life of the loan | _____ (i.e. 4) |

If you wish please share additional comments about how the services of the Financial Aid Office could be improved, what you found most helpful about the Financial Aid Office or other services you feel should be offered by Financial Aid. If you would like a response, please include your name, address, email address and/or phone number. Thank You.
