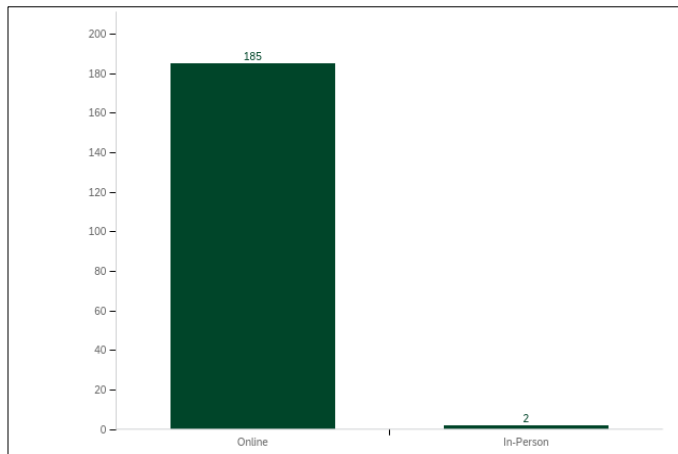




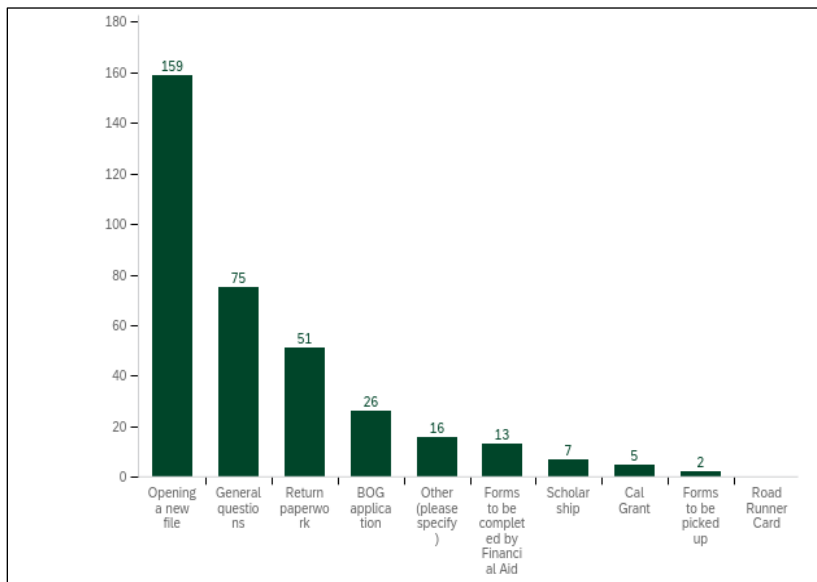
1. How were Financial Aid services provided to you today?



	#	%
In-Person	2	1.1
Online	185	98.9
Total Respondents	187*	100.0

NOTE: Due to Covid, this question was added to the existing survey on 3/23/20, the 187 reflects the responders after this date. **The total number of overall respondents is 328.**

2. What was the reason for your visit to Financial Aid? (select all that apply)



	#	%
Opening a new file	159	44.9
General questions	75	21.2
Return paperwork	51	14.4
BOG application	26	7.3
Other (please specify)	16	4.5
Forms to be completed by Financial Aid	13	3.7
Scholarship	7	2.0
Cal Grant	5	1.4
Forms to be picked up	2	0.6
Road Runner Card	0	0.0
Total	354	100.0

2.2 What was the reason for your visit to Financial Aid? - Other specified (n=15)

- Term Dismissal
- Ask questions
- BOG
- Checking if all paperwork is turned in
- Free College Promise Program
- I was asking about the status of my financial aid.
- Just wondering about my 2020-2021 application
- Opening my financial aid file
- Picking up media cal paper
- Question about my Fasfa
- Receipt/status
- SAP progress
- Talk

Please select your level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I was able to resolve my issue(s) or question(s).	229	72.2	59	18.6	12	3.8	17	5.4
Staff were helpful.	233	79.3	43	14.6	9	3.1	9	3.1
Staff were friendly.	251	81.0	44	14.2	6	1.9	9	2.9
Staff was knowledgeable.	240	78.2	49	16.0	12	3.9	6	2.0
I felt comfortable asking the staff any questions I had.	245	78.5	48	15.4	11	3.5	8	2.6
My time meeting with staff was productive.	239	77.9	41	13.4	15	4.9	12	3.9
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	230	74.7	49	15.9	16	5.2	13	4.2

***NOTE: The total number of overall respondents is 328**

For questions, please contact Ruby Zuniga, Research Data Specialist, at rzuniga@craftonhills.edu.