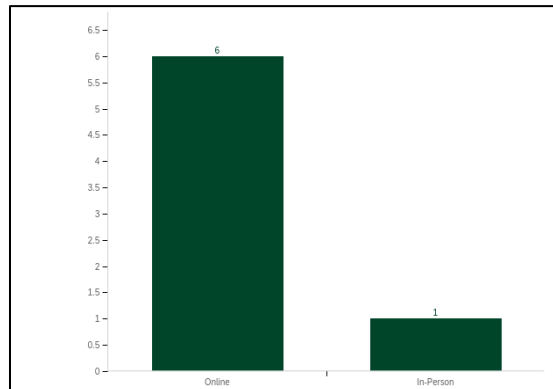


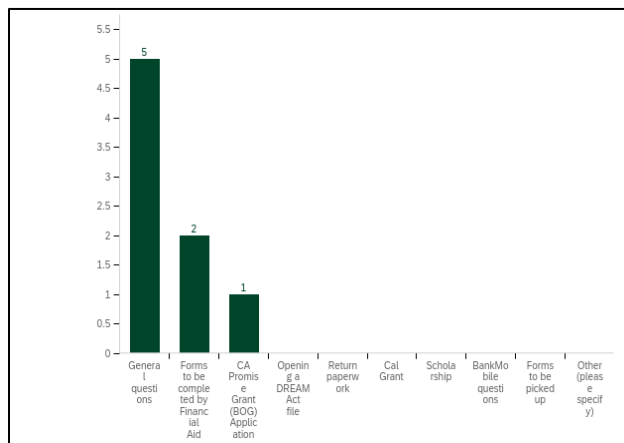
Qualtrics Report *RRN 2198 Financial Aid POS (Summer 2021)*

How were Financial Aid services provided to you today?



Answer	%	Count
Online	85.7	6
In-Person	14.3	1
Total	100.0	7

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



Answer	%	Count
General questions	62.5	5
Forms to be completed by Financial Aid	25.0	2
CA Promise Grant (BOG) Application	12.5	1
Opening a DREAM Act file	0.0	0
Return paperwork	0.0	0
Cal Grant	0.0	0
Scholarship	0.0	0
BankMobile questions	0.0	0
Forms to be picked up	0.0	0
Other (please specify)	0.0	0
Total	100.0	8

Please select your level of agreement with the following statements.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
I was able to resolve my issue(s) or question(s).	87.5	7	0.0	0	12.5	1	0.0	0	8
Staff were helpful.	87.5	7	0.0	0	12.5	1	0.0	0	8
Staff were friendly.	87.5	7	0.0	0	12.5	1	0.0	0	8
Staff was knowledgeable.	87.5	7	0.0	0	0.0	0	12.5	1	8
I felt comfortable asking the staff any questions I had.	87.5	7	0.0	0	12.5	1	0.0	0	8
My time meeting with staff was productive.	87.5	7	0.0	0	12.5	1	0.0	0	8
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	87.5	7	0.0	0	12.5	1	0.0	0	8

What do you believe you gained by visiting online Financial Aid services?
I received all the information needed to complete my financial aid.

Please provide any suggestions you believe would help improve financial aid online services.
I have no suggestions in improving anything. She was extremely helpful and super friendly.
We make appointments with experts or specialist persons waiting being helped but the person who assisted me [name] he said I dont know you can ask to x department or you can go to ask any other department. I was asking about financial staff his department! i lost my time. Unlike, the girl who helped me the first time through zoom chat she was very helpful her name was [name].