

Fall 2016 through Summer 2017 Financial Aid Point of Service Survey Results

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Purpose of Brief

This brief analyzes the 375 responses received to the Financial Aid point of service survey between October 20, 2016 and August 24, 2017.

Summary of Findings

- 43% of respondents selected **Opening a new file**, followed by 28% who selected **General questions** as the reason for their visit.
- 86% of respondents either agreed or strongly agreed that staff were friendly and knowledgeable.
- 85% either agreed or strongly agreed that they felt comfortable asking the staff any questions they had.
- 84% of respondents either agreed or strongly agreed that the staff were helpful.
- While 17% of respondents disagreed or strongly disagreed that they were able to resolve their issue(s)/question(s), 80% of those respondents agreed that their time with staff was productive and they felt better about their issue(s) or question(s) after their visit to Financial Aid.

Overview

Student Services adopted the QLess electronic queuing system in fall 2016, which allowed the Crafton Hills College (CHC) Financial Aid department to deploy a point of service survey. This brief analyzes the 375 responses received to the point of service survey during the first year it was deployed between October 20, 2016 and August 24, 2017.

Methodology

In collaboration with the Office of Institutional Effectiveness, Research, and Planning (OIERP), an online survey was developed with two questions. The survey link was delivered via text message by the QLess electronic queuing system after the student's visit. A multiple-choice question collected the reason(s) for the respondents visit to the Financial Aid Office. Respondents then selected their level of agreement with various statements about their visit. To organize feedback received, comments were categorized by topic. A limitation to grouping any open-ended responses into categories is that researchers may group them differently.

Findings

Table I identifies the reason(s) for the respondents' visit. Forty-three percent of respondents selected "Opening a new file" as the reason for their visit, and 28% selected "General questions." Respondents selecting "Other" were provided with the opportunity to specify the reason for their visit in an open-ended format. Of those selecting "Other," 5 respondents specified a follow-up and 3 respondents' specified reimbursement as the reason for their visit. Table 1a (on page 2) identifies the "Other" categories of reasons for respondents' visit.

Table I. Reason for respondents' visit.

Reason for visit	#	%
Opening a new file	159	42.5
General questions	106	28.3
Return paperwork	74	19.8
BOG application	71	19.0
Forms to be completed by Financial Aid	22	5.9
Other (specified below)	20	5.3
Cal Grant	12	3.2
Road Runner Card	8	2.1
Forms to be picked up	7	1.9
Scholarship	2	0.5

Note: Any "missing" responses were excluded from this table, and it is possible respondents selected multiple reasons for their visit.

Table 1a. Other reasons for respondents' visit.

Follow-up (n=5)
Check the status of my file
More questions on what is going wrong with my aid
Talked about file.
Tax info
To see what is taking so long for aide to be processed.
Reimbursement (n=3)
Bog refund
Reimbursement for tuition, staff was great, wait time was unrealistic
Reimbursement
General assistance (n=2)
I am having trouble accessing my FAFSA, will go to college for help
Needed help/Questions answered
Records change (n=1)
Update last name to match FAFSA

Table 2 indicates respondents' level of agreement with various statements about their visit. Eighty-six percent of respondents either agreed or strongly agreed that staff were friendly, and knowledgeable. Eighty-five percent of respondents either agreed or strongly agreed they felt comfortable asking staff any questions they had, and 84% agreed or strongly agreed staff were helpful. Additionally, 80% of those respondents agreed that their time with staff was productive and they felt better about their issue(s) or question(s) after their visit to Financial Aid.

Table 2. Respondents' level of agreement with various statements about their visit.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	249	68.8	50	13.8	23	6.4	40	11.0	362
Staff were helpful.	262	72.2	43	11.8	21	5.8	37	10.2	363
Staff were friendly.	261	72.3	50	13.9	14	3.9	36	10.0	361
Staff were knowledgeable.	260	72.4	49	13.6	25	7.0	25	7.0	359
I felt comfortable asking the staff any questions I had.	259	72.3	47	13.1	21	5.9	31	8.7	358
My time meeting with staff was productive.	254	70.9	31	8.7	25	7.0	48	13.4	358
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	244	68.3	41	11.5	24	6.7	48	13.4	357

Note: Any "missing" responses were excluded from this table.