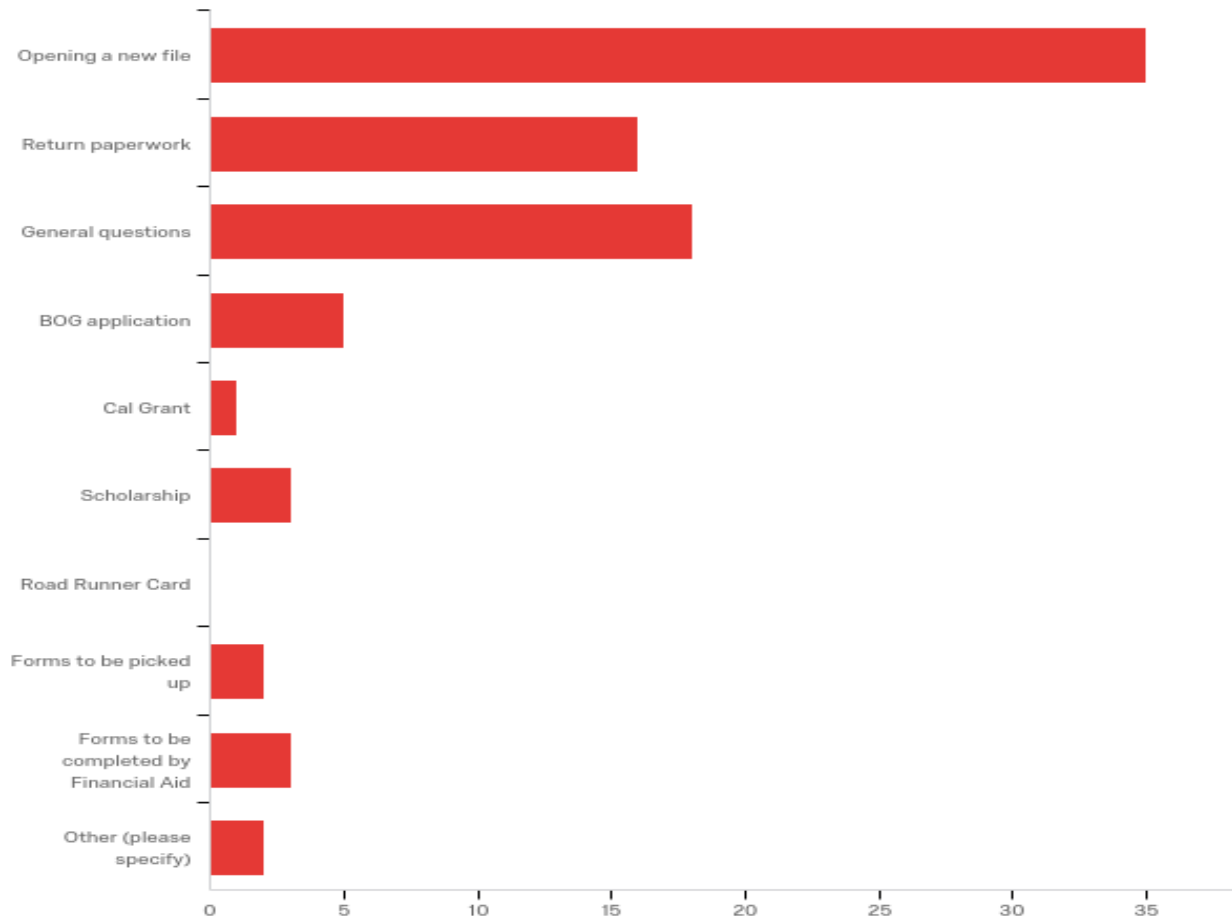


Preliminary Report

Financial Aid Point of Service Survey (Fall 2019 - Spring 2020)

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



Answer	%	Count
Opening a new file	41.18%	35
Return paperwork	18.82%	16
General questions	21.18%	18
BOG application	5.88%	5
Cal Grant	1.18%	1
Scholarship	3.53%	3
Road Runner Card	0.00%	0
Forms to be picked up	2.35%	2
Forms to be completed by Financial Aid	3.53%	3
Other (please specify)	2.35%	2
Total	100%	85

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).	71.23%	52	15.07%	11	4.11%	3	9.59%	7	73
Staff were helpful.	75.36%	52	13.04%	9	4.35%	3	7.25%	5	69
Staff were friendly.	77.78%	56	13.89%	10	2.78%	2	5.56%	4	72
Staff was knowledgeable.	74.65%	53	14.08%	10	7.04%	5	4.23%	3	71
I felt comfortable asking the staff any questions I had.	73.61%	53	12.50%	9	8.33%	6	5.56%	4	72
My time meeting with staff was productive.	77.78%	56	8.33%	6	8.33%	6	5.56%	4	72
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	73.24%	52	14.08%	10	7.04%	5	5.63%	4	71