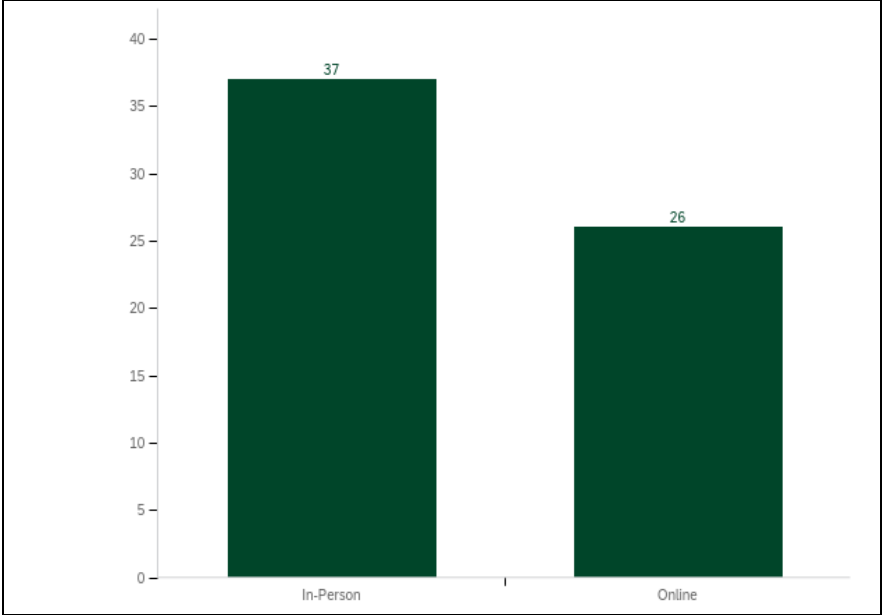


Qualtrics Report

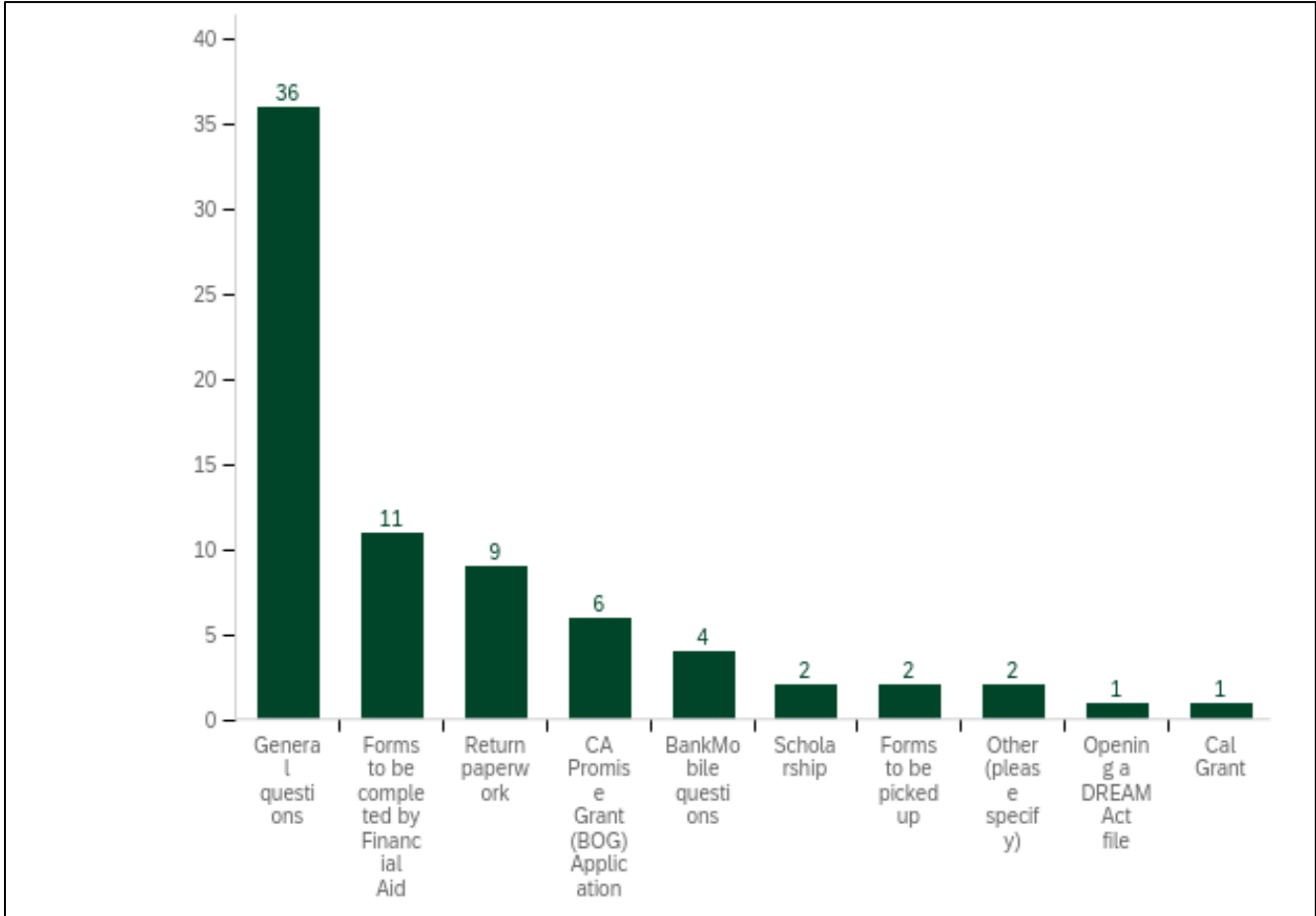
RRN 2198 Financial Aid POS (Fall 2021)

How were Financial Aid services provided to you today?



Answer	%	#
In-Person	58.7	37
Online	41.3	26
Total	100	63

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



Answer	%	#
General questions	48.6	36
Forms to be completed by Financial Aid	14.9	11
Return paperwork	12.2	9
CA Promise Grant (BOG) Application	8.1	6
BankMobile questions	5.4	4
Scholarship	2.7	2
Forms to be picked up	2.7	2
Other (please specify)	2.7	2
Opening a DREAM Act file	1.4	1
Cal Grant	1.4	1
Total	100.0	74

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).	72.1	44	14.8	9	4.9	3	8.2	5	61
Staff were helpful.	78.0	46	8.5	5	5.1	3	8.5	5	59
Staff were friendly.	78.3	47	10.0	6	5.0	3	6.7	4	60
Staff was knowledgeable.	78.3	47	13.3	8	5.0	3	3.3	2	60
I felt comfortable asking the staff any questions I had.	80.0	48	5.0	3	8.3	5	6.7	4	60
My time meeting with staff was productive.	78.0	46	11.9	7	6.8	4	3.4	2	59
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	70.0	42	15.0	9	6.7	4	8.3	5	60

What do you believe you <u>gained</u> by visiting online Financial Aid services?
A better understanding of financial aid and the process.
A sense of the high quality service your staff served to me and the flexibility to answer my questions after they helped organize a mountain of papers.
Absolutely nothing, you have employees that don't want to be at work
Answers to my questions
At this time nothing.
Better knowledge about my financial aid
Got more information on Filling out my FASFA form and made an appointment to get help
Help
I felt comfortable talking to the counselor as well as getting my questions solved quickly.
I gained knowing how to manage the website.
I gained knowledge about my questions.
I gained the information that the bank email was legitimate.
I gained the knowledge that the CAL promise waiver is automatic.
I got my financial aid file opened

I have a better understanding of how online services work with financial aid
I was able to obtain information about FAFSA and the disbursement of payment.
Information
It was easy to get an appointment and have someone call me directly.
Knowledge
[name] was able to explain and help with paperwork needed
Nothing
Peace of mind
She was very helpful, and helped me with both of my issues.
The lady was very rude and made me feel rushed. I had questions that I didn't want to ask. She kept rolling her eyes and made me feel dumb
They answered all my questions and helped me with my problems.
Yo have knowledge of my case.

Please provide any suggestions you believe would help improve financial aid online services.
All good
Be more informed about fees and services.
Everything was really fast and easy
Everything went good, and she was very helpful.
Friendliness and actually care to help the student, lose the attitude, they always sound bother by questions and they never offer any advice or knowledge that we don't ask for
Have an email sent from a school staff member when the banking mobile email is sent saying that the email is to be trusted.
Hire more people just for online services since the staff also have to do in person and online questions. Sometimes it's busy and you don't get the help you need online.
I have no suggestions.
Information regarding receiving other forms of financial aid would have been more helpful.
It went smoothly...
It's pretty good as it is. But maybe you could make it easier to find the online link to make an appointment with financial aid in Conex-ed. As of now, it can still get confusing to find the department you want to make an appt. with. Maybe adding a directory that students could choose from would make it easier to navigate the site.
More time and selections
n/a
None

None!
She was very friendly, helpful, and made you feel like she cared and wanted to help! Great experience
Showing on screen demonstration for further help instead of pointing where to go with no knowledge on where to go as a student in need of help.
Sick people shouldn't be working. This is the 2nd time I have been there with the worker being sick. I don't feel comfortable in the pandemic going there anymore.
Someone needs to address her
Thank you for help
The meeting just felt very rushed and staff was a bit dismissive
They are helpful in the process.
Yo I got no suggestions but the lady on the phone managed to solve my issue before I even picked up her call, she's totally legit and the call was like 30 seconds max, keep up the amazing work