

# Qualtrics Report

## RRN 2198 Financial Aid POS - FA22 Survey Results

Note: Response totals may vary, all questions were voluntary.

### How were Financial Aid services provided to you today?

Answer	%	Count
In-Person	60.8	31
Online	39.2	20
Total	100	51

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

Answer	%	Count
Forms to be completed by Financial Aid	15.3	9
Return paperwork	8.5	5
CA Promise Grant (BOG) Application	8.5	5
Cal Grant	8.5	5
Other (please specify)	8.5	5
Scholarship	1.7	1
BankMobile questions	1.7	1
Opening a DREAM Act file	0.0	0
Forms to be picked up	0.0	0
General questions	47.5	28
Total	100.0	59

### 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).	79.5	35	6.8	3	13.6	6	0.0	0	44
Staff were helpful.	90.0	36	7.5	3	2.5	1	0.0	0	40
Staff were friendly.	81.8	36	13.6	6	4.5	2	0.0	0	44
Staff was knowledgeable.	79.1	34	11.6	5	9.3	4	0.0	0	43
I felt comfortable asking the staff any questions I had.	90.0	36	5.0	2	5.0	2	0.0	0	40
My time meeting with staff was productive.	81.0	34	2.4	1	16.7	7	0.0	0	42

<b>What do you believe you gained by visiting online Financial Aid services? (n=22)</b>
A better understanding of how BankMobile works
Acknowledgment on when I will be receiving my financial aid and when I need to submit my term dismissal paperwork
all my questions were answered
Anxiety
Help with my issues
I am still confused as to what to do and was hung up on without being asked if I had any questions which I did.
I gained more knowledge about what I was missing
I gained more questions after talking with the person I was meeting with.
I had an in-person appointment. I received information about the paperwork I need to submit.
I had no idea I was eligible for anything until I was told
It cleared up any prior misconceptions I had regarding Financial Aid.
Knowledge regarding awards
More information on what I need to do
not much information. She kept redirecting me somewhere else and seemed to not know the answer to any of my FAFSA related questions.
Nothing
Problem solved of CHC to my FAFSA
She solved my problem before the call, yet still called me to inform me. Best service/help I've ever received!!!
She was very helpful
Staff was wonderful, they helped resolved my problem in a caring and professional manner.
They helped understand the email I received and we're able to get me all setup for the fall term.
Understanding my financial aid better
Yes

<b>Please provide any suggestions you believe would help improve financial aid online services. (n=13)</b>
Allow the student time to gather their thoughts and don't make them feel rushed or annoying because they have more than one question. Employee kept trying to hang up every time I asked a question.
Better service
He was very knowledgeable and helpful thank you for your time
I believe everything they are already doing is fantastic
I think Staff could be more friendly and make students comfortable to ask questions about the issue.
It's fantastic the way it is.
Make the time more accurate for the wait bc it was off by 10 minutes
None at the moment.
Nothing to add. Great experience and knowledgeable staff.
She solved my problem before the call, yet still called me to inform me. Best service/help I've ever received!!!
Speaking more politely
Students should not feel as though they are being a nuisance or rushed off the phone.
Very helpful