

# Qualtrics Report

RRN 2198 Financial Aid POS (Spring 2022)

November 30th 2022,

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

Answer	%	Count
In-Person	38.6	17
Online	61.4	27
Total	100.0	44

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

Answer	%	Count
General questions	47.2	25
Forms to be completed by Financial Aid	13.2	7
Cal Grant	11.3	6
Other (please specify)	11.3	6
Return paperwork	5.7	3
CA Promise Grant (BOG) Application	3.8	2
Scholarship	3.8	2
Opening a DREAM Act file	1.9	1
BankMobile questions	1.9	1
Forms to be picked up	0.0	0
Total	100.0	53

## 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).	65.9	27	19.5	8	7.3	3	7.3	3	41
Staff were helpful.	76.9	30	7.7	3	5.1	2	10.3	4	39
Staff were friendly.	77.5	31	7.5	3	2.5	1	12.5	5	40
Staff was knowledgeable.	77.5	31	10.0	4	7.5	3	5.0	2	40
I felt comfortable asking the staff any questions I had.	75.6	31	12.2	5	0.0	0	12.2	5	41
My time meeting with staff was productive.	75.6	31	12.2	5	4.9	2	7.3	3	41
I felt better about my issue(s) or question(s) after my visit to Financial Aid.	70.7	29	14.6	6	2.4	1	12.2	5	41

**What do you believe you gained by visiting online Financial Aid services?**

A lot of insight, help and relief to be able to move forward with my classes

Absolutely nothing. Horrible staff. Horrible program. This is the worst school I've attended regarding financial aid and getting help.

All my questions were answered.

I did not gain anything from [name] except frustration. I feel that she was extremely rude. As a student who was unaware of how the care act worked. She did not clarify it at all. All she kept saying was that the semester was over. I truly believe that not just myself, but thousands of students don't know how this care act worked or even known that it exists. I feel that it is their job (financial aid) to educate students of what is available to them, not everyone has the same knowledge as them; therefore, my experience with [name] was HORRIBLE and I would not wish this experience on anyone else and yes, I hung up the phone on her, because I didn't see how this conversation would go on with her being rude and just kept saying that the semester is over. Maybe next time she should elaborate more instead of assuming. I'm sure she went to college, but I guess at the end of the day, a degree is just a degree. You can't teach stupid.

I did not visit online

I didn't visit online, I visited in person

I gained a better understanding of the financial aid process and what steps i could take to speed up of assist in the process myself.

I gained clarity into a question I had regarding my webgrant and financial aid profile. [name] is always so kind and remembers me every time I seek advice or need to verify things for financial aid. She makes this experience so much more enjoyable. Thank you [name]!

I gained the knowledge that I needed in order to get my next semester started

I got my code for bank mobile

I got the best services I needed.

I know i didn't upload the file needed

I know what I need.

I learned it is a quick way to make an appointment and get answers in a short amount of time

I learned the requirements of Cal grants and know that the school submits my GPA to webgrant.

I was able to form a frame of necessity and things to consider for my financial aid.

I was able to get my forms needed for something and I believe it's easier to contact someone if needed rather than going on campus.

I was trying to see if my daughter could apply for financial aid. Unfortunately they told me my husband made too much and she would not be able to get financial aid. My husband passed away last year and I will be going on unemployment. So now my daughter that is valedictorian with a straight 4.0 grade point average cannot attend crafton because we can't afford it because they're looking at what my husband made last year. If you actually read the survey, I hope you understand that we are very disappointed in the fact that my daughter who has worked extremely hard to achieve a 4.0 cannot attend classes because she doesn't have the money

Insight on deadlines for financial aid

Issues were resolved quickly and done on my schedule which was nice.

Knowledge

N/a

Resolved my concerns

The assistants needed and continued assistance

**Please provide any suggestions you believe would help improve financial aid online services.**

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Be kind, because of students you're getting paid. Be resourceful and give service.

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[name]been so great in my college experience that I never leave feeling like I don't understand what the next steps are.

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Financial aid should be patient instead of rushing me.

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I believe [name] could be less condescending when speaking to students. I spoke with her and she wouldn't let me get a word in. I was just trying to gather some information on my application and it felt as if anything I was asking her was an inconvenience to her.

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I do not have any suggestions at this time.

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I have nothing to suggest

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I'd say work on god damn everything and be better. I'll be filling out every survey possible to make sure the board knows about it t. Thank you and have a horrible day, please!

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Lady was very rude and cut me off when I was talking . This is the 2nd time I have had a bad experience with her.

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Learn to help people that are facing financial difficulty. Even if they make a sizable amount of money, when there is a death in the family or circumstances have changed, try to be understanding and help.

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Love it

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More information on Cal grants

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None at this time. (3)

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Nothing great job

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She did an outstanding job. she was super friendly and helpful.