

III. WALK-IN SERVICES:

10. During the past year, how many times have you visited the financial aid office on a walk-in basis without a scheduled appointment?

- ? None (skip to question 16)
- ? One (continue with question 11)
- ?? Two (continue with question 11)
- ? Three (continue with question 11)
- ? Four or More (continue with question 11)

11. On average, how many minutes have you had to wait before you were helped?

- ? None
- ? Less than 5 minutes
- ? 5 – 15 minutes
- ? More than 15 minutes

12. Please indicate all reasons for your visit(s). (Mark all that apply)

- ?? Check on application procedures
- ?? Check on status of aid request
- ?? Seek information on student employment
- ?? Request forms
- ?? Discuss award package or denial
- ?? Sign necessary forms

13. Please assign a grade to the **courteousness** of the person(s) with whom you spoke. (Circle one)

- A**
- B**
- C**
- D**
- F**

14. Please assign a grade to the **knowledge** of the person(s) you spoke. (Circle one)

- A**
- B**
- C**
- D**
- F**

15. Please assign a grade to the **helpfulness** of the person you received during this visit. (Circle one)

- A**
- B**
- C**
- D**
- F**

IV. OVERALL EVALUATION OF FINANCIAL AID SERVICES:

16. Please assign a grade to the financial aid process as you have experienced it. (Circle one)

- A**
- B**
- C**
- D**
- F**

17. Please assign a grade to our financial aid policies as you understand them. (Circle one)

- A**
- B**
- C**
- D**
- F**

18. Please assign a grade to the financial aid personnel you have spoken to or met with. (Circle one)

- A**
- B**
- C**
- D**
- F**

19. Please assign an overall, final grade to our financial aid services. (Circle one)

- A**
- B**
- C**
- D**
- F**

20. How would you rate the overall services of the financial aid office in comparison to other campus administrative offices you have worked with (Admissions, Registration, Cashiering or Student Accounts, Academic or Personal Counseling, Placement, etc.)?

- ? Much better than most
- ? About the same as most
- ? Somewhat better than most
- ? Somewhat worse than most

21. List any suggestions or comments: _____

