



The California State University

Financial Aid Survey

Please take a few minutes to participate in this important survey. Completing this survey will help the campus develop plans to better serve the needs of the campus community.

It is expected that it will take you approximately 5 minutes to take this survey.

1. Have you had any contact with the Financial Aid office or applied for financial aid in the last year?

- Yes
- No

2. Based on the number of academic units you have completed, what is your present class level:

- Freshman (0-44 quarter units or 0-29 semester units)
- Sophomore (45-89 quarter units or 30-59 semester units)
- Junior (90-134 quarter units or 60-89 semester units)
- Senior (135+ quarter units or 90+ semester units)
- Graduate, Postbaccalaureate

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3. Did you submit your financial aid application prior to July 1?

- Yes
No

4. Please rate your LEVEL OF SATISFACTION with the following items in the past 12 months. If you cannot rate this item, or it is not applicable, select "Don't Know".

Table with 7 columns: Item, Very dissatisfied, Dissatisfied, Neutral, Satisfied, Very satisfied, Don't Know. Rows include: Courtesy of the Financial Aid staff, Timeliness of receiving my financial aid award notice, Timeliness of receiving my financial aid disbursement, Waiting time to be served in the Financial Aid Office, Accuracy of answers to my questions, Information on the Financial Aid website, Value of the Financial Aid Office publications, Service hours of Financial Aid Office, Overall services of Financial Aid Office.



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5. Please use the space below to make any comments you feel would be helpful to improving Financial Aid services to students, faculty, and staff.

Thank you for taking the 2004 Financial Aid Survey

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