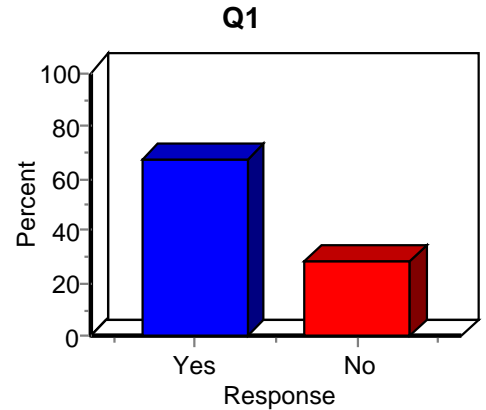


Chico - Financial Aid Survey

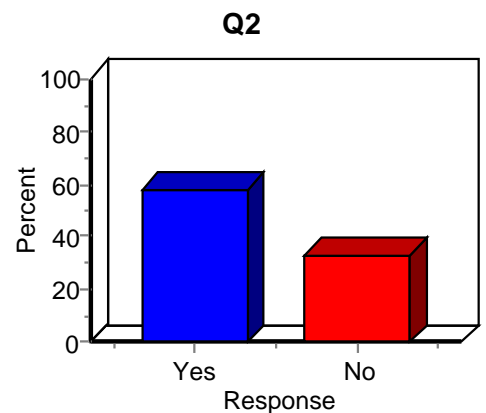
Item Analysis: 1. Have you ever had any contact with the financial aid office or applied for financial aid in the last year?

Label	Value	Frequency	Percent
Yes	1	167	67.07
No	2	71	28.51
Total Valid		238	100.00



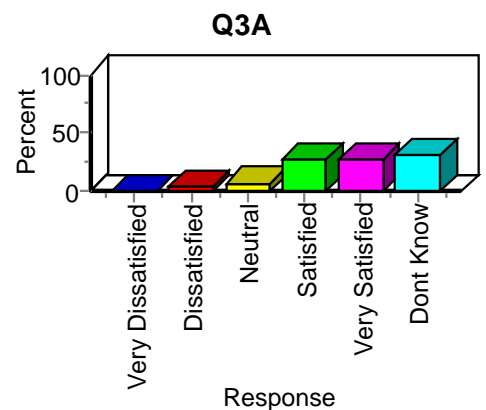
Item Analysis: 2. Did you submit your financial aid application prior to July 1?

Label	Value	Frequency	Percent
Yes	1	145	58.23
No	2	83	33.33
Total Valid		228	100.00



Item Analysis: A. Courtesy of the Financial Aid Staff

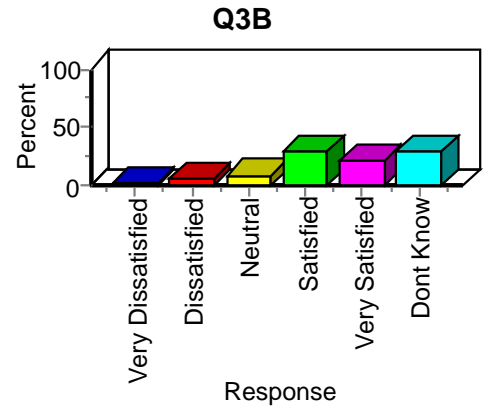
Label	Value	Frequency	Percent
Very Dissatisfied	1	2	0.80
Dissatisfied	2	9	3.61
Neutral	3	17	6.83
Satisfied	4	66	26.51
Very Satisfied	5	66	26.51
Dont Know	6	79	31.73
Total Valid		239	100.00



Chico - Financial Aid Survey

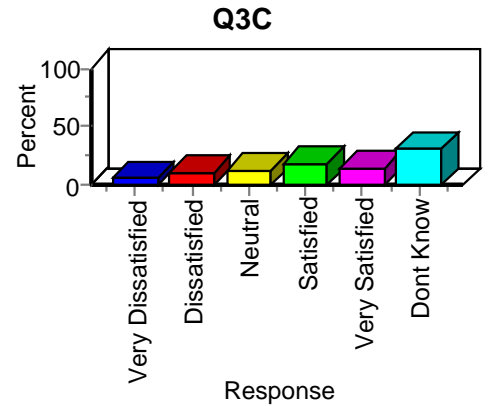
Item Analysis: B. Timeliness of receiving my financial aid award notice

Label	Value	Frequency	Percent
Very Dissatisfied	1	4	1.61
Dissatisfied	2	13	5.22
Neutral	3	22	8.84
Satisfied	4	72	28.92
Very Satisfied	5	55	22.09
Dont Know	6	71	28.51
Total Valid		237	100.00



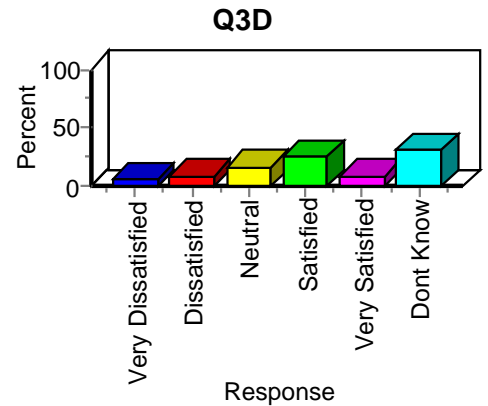
Item Analysis: C. Timeliness of receiving my financial aid disbursement

Label	Value	Frequency	Percent
Very Dissatisfied	1	14	5.62
Dissatisfied	2	29	11.65
Neutral	3	31	12.45
Satisfied	4	47	18.88
Very Satisfied	5	35	14.06
Dont Know	6	79	31.73
Total Valid		235	100.00



Item Analysis: D. Waiting time to be served in the Financial Aid Office

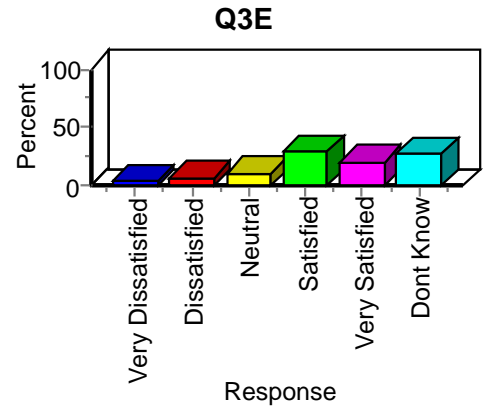
Label	Value	Frequency	Percent
Very Dissatisfied	1	13	5.22
Dissatisfied	2	24	9.64
Neutral	3	40	16.06
Satisfied	4	62	24.90
Very Satisfied	5	21	8.43
Dont Know	6	78	31.33
Total Valid		238	100.00



Chico - Financial Aid Survey

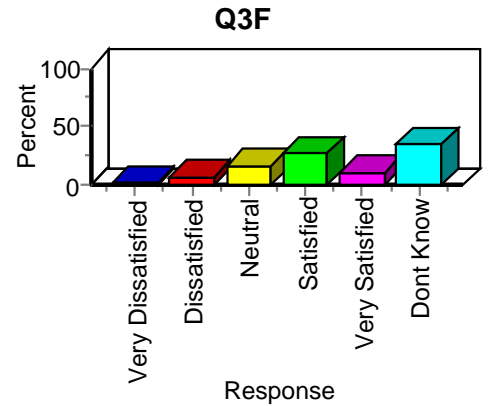
Item Analysis: E. Accuracy of answers to my questions

Label	Value	Frequency	Percent
Very Dissatisfied	1	7	2.81
Dissatisfied	2	19	7.63
Neutral	3	26	10.44
Satisfied	4	72	28.92
Very Satisfied	5	49	19.68
Dont Know	6	66	26.51
Total Valid		239	100.00



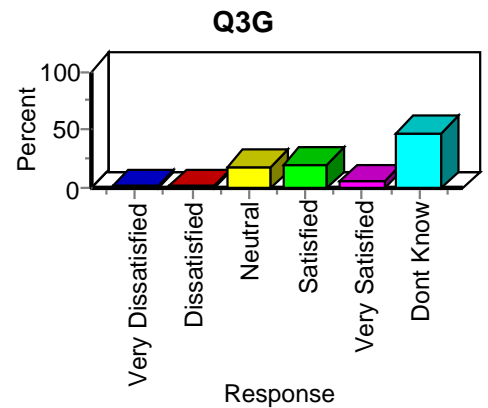
Item Analysis: F. Information on the Financial Aid website

Label	Value	Frequency	Percent
Very Dissatisfied	1	3	1.20
Dissatisfied	2	17	6.83
Neutral	3	43	17.27
Satisfied	4	66	26.51
Very Satisfied	5	25	10.04
Dont Know	6	85	34.14
Total Valid		239	100.00



Item Analysis: G. Value of the Financial Aid Office publications

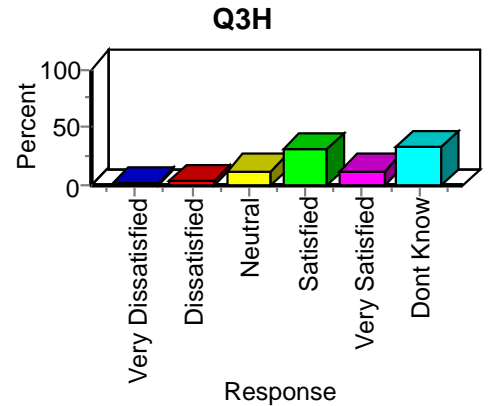
Label	Value	Frequency	Percent
Very Dissatisfied	1	3	1.20
Dissatisfied	2	6	2.41
Neutral	3	44	17.67
Satisfied	4	52	20.88
Very Satisfied	5	15	6.02
Dont Know	6	117	46.99
Total Valid		237	100.00



Chico - Financial Aid Survey

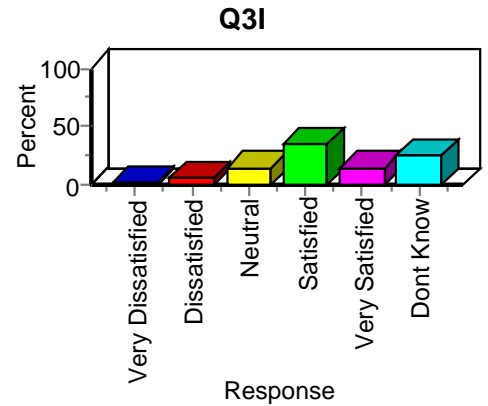
Item Analysis: H. Service hours of Financial Aid Office

Label	Value	Frequency	Percent
Very Dissatisfied	1	6	2.41
Dissatisfied	2	8	3.21
Neutral	3	33	13.25
Satisfied	4	79	31.73
Very Satisfied	5	33	13.25
Dont Know	6	80	32.13
Total Valid		239	100.00



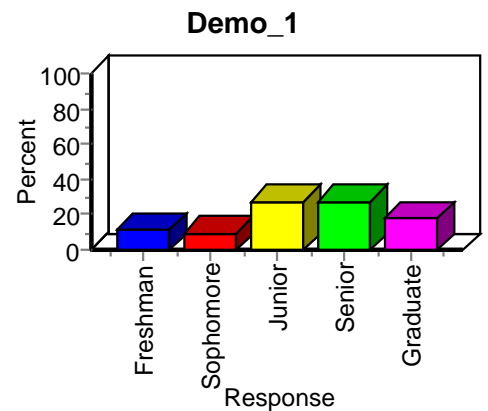
Item Analysis: I. Overall Services of Financial Aid Office

Label	Value	Frequency	Percent
Very Dissatisfied	1	3	1.20
Dissatisfied	2	13	5.22
Neutral	3	34	13.65
Satisfied	4	88	35.34
Very Satisfied	5	38	15.26
Dont Know	6	62	24.90
Total Valid		238	100.00



Item Analysis: 1. Based on the number of academic units you have completed, what is your present class level:

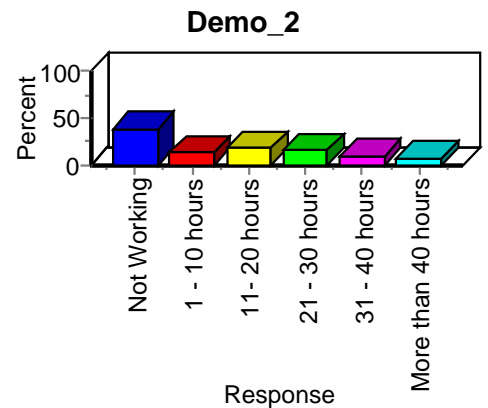
Label	Value	Frequency	Percent
Freshman	1	31	12.45
Sophomore	2	25	10.04
Junior	3	69	27.71
Senior	4	68	27.31
Graduate	5	45	18.07
Total Valid		238	100.00



Chico - Financial Aid Survey

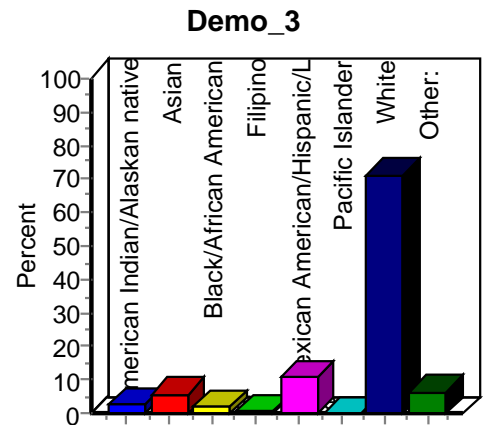
Item Analysis: 2. If you are currently employed, on average, how many hours per week do you work on your job(s):

Label	Value	Frequency	Percent
Not Working	1	94	37.75
1 - 10 hours	2	33	13.25
11- 20 hours	3	44	17.67
21 - 30 hours	4	37	14.86
31 - 40 hours	5	21	8.43
More than 40 hours	6	17	6.83
Total Valid		246	100.00



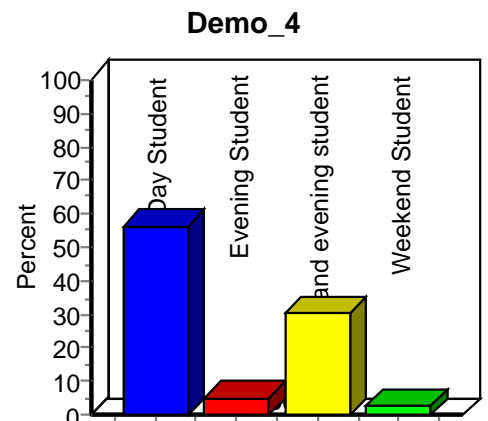
Item Analysis: 3. What is your ethnic identity:

Label	Value	Frequency	Percent
American Indian/Alaskan native	1	6	2.41
Asian	2	14	5.62
Black/African American	3	4	1.61
Filipino	4	2	0.80
Mexican American/Hispanic /L	5	27	10.84
Pacific Islander	6	0	0.00
White	7	176	70.68
Other:	8	16	6.43
Total Valid		245	100.00



Item Analysis: 4. Are you primarily a:

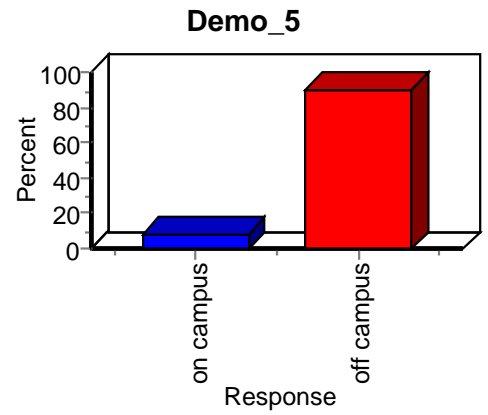
Label	Value	Frequency	Percent
Day Student	1	140	56.22
Evening Student	2	12	4.82
Both day and evening student	3	76	30.52
Weekend Student	4	6	2.41
Total Valid		234	100.00



Chico - Financial Aid Survey

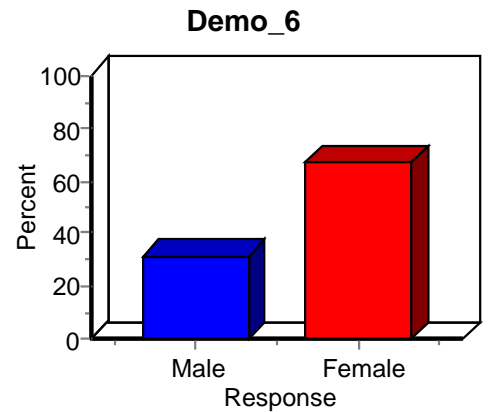
Item Analysis: 5. Do you live:

Label	Value	Frequency	Percent
on campus	1	20	8.03
off campus	2	225	90.36
Total Valid		245	100.00



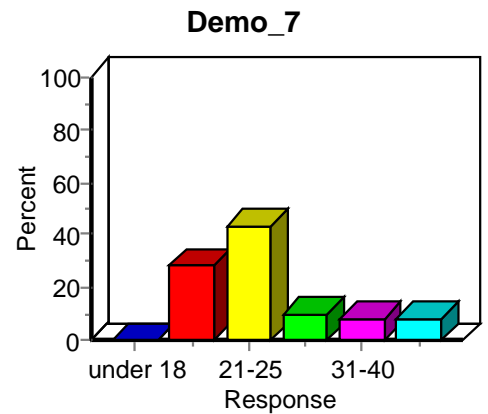
Item Analysis: 6. What is your gender:

Label	Value	Frequency	Percent
Male	1	78	31.33
Female	2	166	66.67
Total Valid		244	100.00



Item Analysis: 7. What is your age group:

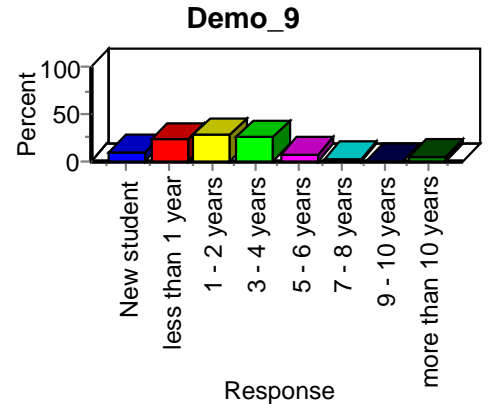
Label	Value	Frequency	Percent
under 18	1	0	0.00
18-20	2	70	28.11
21-25	3	109	43.78
26-30	4	24	9.64
31-40	5	20	8.03
Over 40	6	21	8.43
Total Valid		244	100.00



Chico - Financial Aid Survey

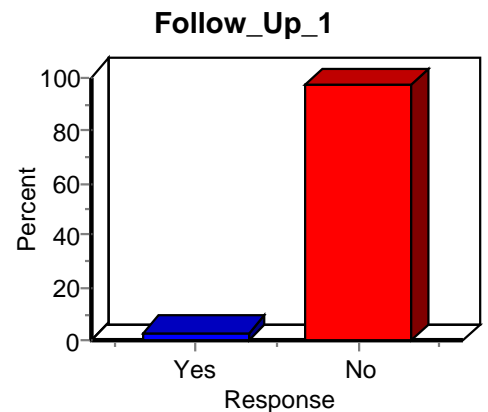
Item Analysis: 9. How long has it been since you first enrolled at this campus:

Label	Value	Frequency	Percent
New student	1	22	8.84
less than 1 year	2	55	22.09
1 - 2 years	3	66	26.51
3 - 4 years	4	65	26.10
5 - 6 years	5	16	6.43
7 - 8 years	6	5	2.01
9 - 10 years	7	1	0.40
more than 10 years	8	11	4.42
Total Valid		241	100.00



Item Analysis: Would you like us to contact you to understand your concern(s) further?

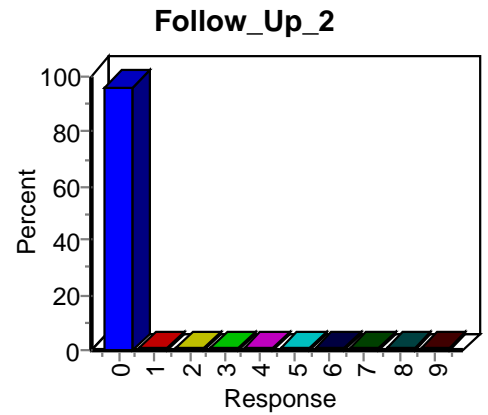
Label	Value	Frequency	Percent
Yes	1	9	3.61
No	2	240	96.39
Total Valid		249	100.00



Chico - Financial Aid Survey

Item Analysis: If 'Yes', please provide us with your contact information.

Label	Value	Frequency	Percent
	-	240	96.39
Shea Cardinalli 530-680-8515	-	1	0.40
LESTERG65@YA HOO.COM	-	1	0.40
jstone12@mail.cs uchico.edu	-	1	0.40
aspen_33@yahoo. com	-	1	0.40
Htravers@mail.cs uchico.edu or Norcalskyy8@aol. com	-	1	0.40
530.898.4901	-	1	0.40
1448 sheridan ave. #3 chico, ca 95926	-	1	0.40
My email is adameleonard@y ahoo.com	-	1	0.40
530-591-5402	-	1	0.40
Total Valid		249	100.00



Chico - Financial Aid Survey

Comment Report: Please provide any comment or feedback about this survey or survey related questions.

Respondent	Comment
5	I am not a student but a staff member Thanks
18	I am not a student. As a staff member, I have very pleasant and prompt service when I ask the financial office for assistance with a student.
24	I have taken surveys like this before but I don't ever see any changes made afterwards. The problem with the financial aid office/service isn't the quality of the service/assistance, but the actual wait time to get help. There's always a long line just to ask simple questions or get more information. There's got to be a better way for students to gain the necessary information without spending all day in line.
32	there needs to be more questions about important things such as parking situation, friendliness of staff, etc.
33	I think people need to be picked more carefully for this survey. I don't even qualify for financial aid.
35	I'm not a student at all. I'm a faculty member. So this survey is unanswerable for me.
39	The financial aid office is very helpful for little questions that i have about small things. Even though I answered honestly I dont feel the less than exemplary marks are vindicative of the services I have have received.
42	I feel that everyone in the Financial Aid office is nice, but maybe not to familiar with the computers and the peoplesoft software. Pat was the only one in the office who I was able to receive answers from, and she was the only email response I received back when trying multiple times to contact financial aid. Everything has worked itself out, but my suggestion would be for a more timely response from financial aid, and make sure the people who are in the office (answering the phones, and at the counter) are familiar with the peoplesoft software and how to obtain information from it. There was a lot of confusion over my "to do list". And after phone calls, emails, and going into the office.. Pat was the only one who was able to (and who did) answer my questions.
44	I am not applicable for financial aid because of income status.
46	Joan?(spelling) was very helpfull. She called me personally a few times to discuss funding options. I greatly appreciate that.
49	HOW CAN I FIND OUT IF I AM ELIGIBLE FOR AID
57	I just think it's stupid that I don't qualify for financial aid because my parents make too much money. They don't pay for my school anyway, so I'm basically screwed with that.
67	financial aid is complete bs. I'll make this short and sweet from my own experience. A class mate of mine owns a tricked gt mustang, a motorcycle, and a truck, all in very nice condition, bought a hdTV with his FA. Co-worker's parent own the house they live in, own the house that their son is staying in in chico, and bought a brand new 2007 ford, my co-worker just got back from brazil with his FA. Old roommate #1 would go out a buy 2-3 kegs when his FA and throw a party. My other roommate went out and bough a custom ipod and a bike. why do these people get FA?

Chico - Financial Aid Survey

Respondent	Comment
69	I appreciate the concern displayed by the financial aid office for its students that are fortunate enough to have some form of assistance in helping all in attaining higher education.
70	Don't get financial aid, wish I did, should probably look into it.
74	I think the policy of sending the SUG check for \$540 to all students, regardless of enrolled units, then sending a bill in 3 weeks if they weren't/aren't taking 12 units is unacceptable. This policy puts unnecessary financial and stress strain on students that are already most likely working, going to school, and experiencing financial need. For example, students may take care of a financial obligation with that \$540, and when your bill arrives, they won't be able to get the money back to repay you. I received a letter saying the award might be changed in 3 weeks, but when I called your office, I was told the SUG wouldn't be taken back because I was taking 10 units. Then in 2 weeks, I had a bill for \$540 on my account. It would make more sense to just give the award to students taking 12 units at the time of enrollment, and if they drop any units within 3 weeks, take the \$540 back. Students taking under 12 units all along don't need the check given then snatched back. This was not an isolated incident,
78	Send this survey to people who get financial aid!
83	Compared to my service at UC Davis (when I was an undergraduate student), my service at the Financial Aid Desk at CSU Chico has been horrible. For example, I had to turn in a GRE waiver form. I handed it in at the front desk and was told to call within a week regarding it's status. I did, and they told me to call in another week. The problem was that I needed to enroll in the exam within a week or two of this, and it shouldn't have taken 2 weeks in the first place. So, after the second week, I called and they said to wait another week!! That is 3 weeks!! So, I went to the counter and demanded that my form be processed. Well, they couldn't find it and were scrambling around the office. Finally, they find my form and it is tucked in with some file folders NEXT to the inboxes for the front office. They never processed it, it sat there for 2.5 weeks!! It was only because I demanded something be done that anything was accomplished. This is just one particular instance of paperwork disappearing in this
85	It was quick and simple to use.
86	Being a credential student is hard to begin with, but we have to wait even longer than the average student to receive our financial aid. It makes it hard to live when we can't work to begin with. Other than this everything was good.
94	Trying to deal with financial aid is a bureaucratic mess, the most simple of task become exponentially complicated when they must be done through the school, or any other government entity.
100	I am not a student.
112	waiting lines to talk to advisors and/or staff needs to be somehow shorten.
115	I would like to see more information on the website about when disbursements will be made. Also, I would like to access information from past years.

Chico - Financial Aid Survey

Respondent	Comment
119	I think that parking spaces are oversold. Students are constantly "stalking" other drivers in order to find a parking space. This seems especially true between the hours of 9:00am and 3:00pm. For the cost of parking fees this needs to be addressed.
135	I always contact a specific person, Rez Sullivan, for my financial aid needs. She is wonderful. Other people have been less than accurate or helpful, at times. I really don't like the new computer system that does not tell us when the disbursements are going to be made. It leaves us contacting the Financial Aid office for additional information and places an additional burden on the staff.
139	I am graduating in may. I applied about a month ago for financial aid for next semester because I am doing graduate school. I have not get a e-mail or letter telling me I get it, don't get it, how much, or when I would get it. I don't even know if I need to fill out more paper work or what is going on??? I don't really know what to do and when I ask someone in person they tell me to go online but I don't know where to go or what to look for. I just think more communication with applicants would be better. Plus the steps to get financial aid are hideous and hard to do. Anyways, it is a process I dread but have to do every semester. Thanks for listening.
142	I have been given misinformation each semester regarding the amount of my financial aid disbursement. I also have had friendly service but more often than not when asking to speak to a supervisor, the rep becomes rude, combative or refuses to get a supervisor. I was asked once who had given me the information I had received at the window. I said I did not have his name but that he was a black gentleman. I was told no black man worked there and was hung up on!
144	Everything worked just fine for me. my payments were made/covered by my financial aid and there were no technicalities. thank you.
146	The service has gotten worse the last 2 years, after the system changed. Distribution was late and my questions didn't get answered correctly the first time. Was very unhappy this last semester.
150	The student staff in the financial aid office is often rude and not completely informed. I have had great success there when I have spoken to non-student staff.
153	none.
163	I am faculty and staff, and I never received financial aid at Chico State, so this survey does not pertain to me. Not sure why I received it.
168	I am not a student; I'm not sure why I received this survey.
175	It looks like this survey is for students. I am staff and am employed with Associated Students as an accountant.
178	Please make a survey about the cafeteria! It SUCKS. Way overpriced, very few vegan options and nothing kosher. Allow us to make healthy choices! Give us better food! Now!
186	Financial Aid is good, I just wish I would receive more.

Chico - Financial Aid Survey

Respondent	Comment
192	No forms seem to be available at the office. I always have to wait in line just to find out I need to find a computer to print out a form just to come back to the office and wait to turn it in. Anything that needs to be turned into your office should be available in your office. The counter people will take the time to walk me through the web site to the document, but won't take the ten seconds it takes to print. What's wrong with this picture?
195	i like that if i ever have any questions there's always someone at the financial aid office there to help me, and the friendliness is appreciated as well.
202	At the beginning of last semester I was misinformed about a disbursement. It took me almost 2 weeks and several phone calls to find out what was going on. Finally I had to call the head person in the Cashiering office to find out about the disbursement problem. It turned out that the people I talked to in your office didn't know how to read the computer program correctly to give me the info I needed. I hope in the future there will be better training. However, that's the only problem I've ever had in your office. Everything else has been great. I think the short term loans are a great idea and help to students.
204	The financial aid program has been very slow in disatisfying. I have had problems every semester with getting my financial aid!
207	Not sure how I ended up this survey I am not eligible for Financial Aid.
212	Different people in the financial aid office tell different things to different people. Some people are told they can include credential prereqs and others are told they can't. Some are told that their award is dependent upon the school's choice to award the financial aid and others say that the student will recieve their aid on the disbursement date according to what the fafsa form determined they were eligible for. Can't everyone get on the same page?
221	I believe this is actually a pretty good survey. I never had to do anything like this for Chico State so i am quite surprised but i am glad that the is room for change.
222	good questions
225	The first financial aid advisor I met with was very discouraging and demeaning. He treated me like I was stupid and like he was better than me. I left his office very distressed. A few weeks later, I had another appointment, this time with Elizabeth and she was wonderful. She went out of her way to help me and I left her office in much better shape then when I had went in, both mentally and financially.
227	I think financial aid is doing a great job!
233	when there are many students waiting, more financial aid clerks, that could be available would be nice. thank you for considering the possibility of having more clerks available at the peak hours. I have waited over an hour in line many times.
236	Long lines discourage me from visiting the financial aid office as much as I would like to.
238	Thanks for asking
241	You are doing a great job. Keep it up. See you next semester.