

Quality Improvement

ACTION FOR EXCELLENCE

Financial Aid Customer Satisfaction Survey Report

Campus: Chico

Have you ever had any contact with the financial aid office or applied for financial aid in the last year?

Yes	482
No	9

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

Freshman	65
Sophomore	49
Junior	150
Senior	183
Graduate	44

Do you submit you financial aid application prior to July 1?

Yes	374
No	28

Rate your satisfaction with the service during the last 12 months. If you cannot rate the item (or it's not applicable) select "Don't Know".

	Response Distribution						Response Average	CSU Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Courtesy of the Financial Aid Staff	9	16	55	190	164	31	4.12	3.93
Timeliness of receiving my financial aid award notice	5	27	65	210	149	8	4.03	3.69
Timeliness of receiving my financial aid disbursement	17	35	65	170	164	11	3.95	3.59
Waiting time to be served in the Financial Aid Office	11	46	127	174	68	35	3.57	3.17
Accuracy of answers to my questions	12	31	83	201	121	17	3.87	3.68
Information on the Financial Aid website	11	36	108	168	85	56	3.69	3.6
Value of the Financial Aid Office publications	6	13	140	132	64	110	3.66	3.57
Service hours of Financial Aid Office	6	20	97	197	93	52	3.85	3.59
Overall services of Financial Aid Office	7	14	65	238	122	19	4.02	3.71

Don't Know