

2011 Financial Aid Assessment Day Survey Results

Last Modified: 04/04/2011

1. Gender

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Male | 117 | 30% |
| 2 | Female | 279 | 70% |
| | Total | 396 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.70 |
| Variance | 0.21 |
| Standard Deviation | 0.46 |
| Total Responses | 396 |

2. Grade Level

| # | Answer | Response | % |
|---|--------------------------|----------|------|
| 1 | Freshman | 63 | 16% |
| 2 | Sophomore | 67 | 17% |
| 3 | Junior | 74 | 19% |
| 4 | Senior | 124 | 31% |
| 5 | Graduate or Professional | 68 | 17% |
| | Total | 396 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 5 |
| Mean | 3.17 |
| Variance | 1.78 |
| Standard Deviation | 1.33 |
| Total Responses | 396 |

3. Housing Status

| # | Answer | Response | % |
|---|-------------------|----------|------|
| 1 | Live on Campus | 114 | 29% |
| 2 | Live with Parents | 44 | 11% |
| 3 | Live off Campus | 241 | 60% |
| | Total | 399 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 3 |
| Mean | 2.32 |
| Variance | 0.79 |
| Standard Deviation | 0.89 |
| Total Responses | 399 |

4. Do you receive financial aid? (scholarship, grant, loan, or work-study?)

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 372 | 93% |
| 2 | No | 27 | 7% |
| | Total | 399 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.07 |
| Variance | 0.06 |
| Standard Deviation | 0.25 |
| Total Responses | 399 |

5. The following questions pertain to service you receive in-person at the front counter when you enter the Office of Student Financial Assistance. Please indicate your level of agreement. If you have not used our services, simply check N/A. Please note that, for Lickert items, strongly agree = 1 and strongly disagree = 5, so lower means are more positive than higher means.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | Were you addressed in a friendly manner? | 144 | 180 | 29 | 12 | 6 | 371 | 1.80 |
| 2 | Were you addressed in a timely manner? | 115 | 170 | 36 | 40 | 10 | 371 | 2.08 |
| 3 | Was out counter staff courteous and professional? | 135 | 169 | 33 | 24 | 7 | 368 | 1.91 |
| 4 | Was our counter staff able to answer your concerns or provide you the opportunity to speak to a counselor? | 138 | 151 | 32 | 25 | 21 | 367 | 2.02 |

| Statistic | Were you addressed in a friendly manner? | Were you addressed in a timely manner? | Was out counter staff courteous and professional? | Was our counter staff able to answer your concerns or provide you the opportunity to speak to a counselor? |
|--------------------|--|--|---|--|
| Min Value | 1 | 1 | 1 | 1 |
| Max Value | 5 | 5 | 5 | 5 |
| Mean | 1.80 | 2.08 | 1.91 | 2.02 |
| Variance | 0.70 | 1.08 | 0.88 | 1.25 |
| Standard Deviation | 0.84 | 1.04 | 0.94 | 1.12 |
| Total Responses | 371 | 371 | 368 | 367 |

6. Please add any additional comments you may want to mention about the in-person front counter service.

Text Response

Many comments were positive. Others requested improvements. Specific suggestions for improvement are summarized below.

I appreciated the assistance I received regarding Work/Study.

All staff should be on the same page when answering student questions.

Financial aid should be released in a timely manner.

Need a better system to help students account for fees versus scholarships.

More seating for students while they wait would be helpful.

I would like more opportunities to discuss issues with a counselor.

The Financial Aid Counselors are very helpful.

Having hard copies of appeals forms would be helpful.

Bring in additional help at the beginning of the spring semester.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 86 |

7. The following questions pertain to the service you receive from a financial aid counselor, assistant director, associate director and

director. Please indicate your level of agreement. If you have not used our services, simply check N/A.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | Do you feel that you have access to your financial aid counselor? | 78 | 121 | 59 | 55 | 17 | 330 | 2.43 |
| 2 | When you call your financial aid counselor, is your answered in a timely manner? | 61 | 108 | 58 | 37 | 10 | 274 | 2.37 |
| 3 | When you speak by phone or meet your counselor in person, were you addressed in a courteous and professional manner? | 96 | 133 | 42 | 14 | 6 | 291 | 1.97 |
| 4 | When you speak by phone or meet your counselor in person, do you feel that your questions are answered in a satisfactory fashion? | 87 | 134 | 40 | 24 | 9 | 294 | 2.10 |
| 5 | Do you feel you are provided adequate time with your financial aid counselor to discuss financial aid matters? | 89 | 126 | 51 | 24 | 9 | 299 | 2.12 |

| Statistic | Do you feel that you have access to your financial aid counselor? | When you call your financial aid counselor, is your answered in a timely manner? | When you speak by phone or meet your counselor in person, were you addressed in a courteous and professional manner? | When you speak by phone or meet your counselor in person, do you feel that your questions are answered in a satisfactory fashion? | Do you feel you are provided adequate time with your financial aid counselor to discuss financial aid matters? |
|--------------------|---|--|--|---|--|
| Min Value | 1 | 1 | 1 | 1 | 1 |
| Max Value | 5 | 5 | 5 | 5 | 5 |
| Mean | 2.43 | 2.37 | 1.97 | 2.10 | 2.12 |
| Variance | 1.36 | 1.17 | 0.85 | 1.03 | 1.05 |
| Standard Deviation | 1.17 | 1.08 | 0.92 | 1.01 | 1.02 |
| Total Responses | 330 | 274 | 291 | 294 | 299 |

8. Please add any addition comments you may want to mention about the service you receive from your financial aid counselor.

Text Response

Most comments were positive. Suggestions for improvement are summarized below.

Emails that inform students of available financial aid would be nice.

Please offer workshops on how to enroll and use the POST 9-11 GI Bill.

Let more students know they have an aid advisor.

The green postcards that are sent by the financial aid office to students regarding missing items from submissions are not specific. It would really help students if these postcards actually stated what needs to happen.

Financial counselor is knowledgeable but too many times you are told that they are not available.

Don't have the "please hold" message repeat on a loop every ten seconds when students call by phone.

Students need to be informed about the availability of financial aid counselors and told who their financial aid counselor is.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 66 |

9. The following questions pertain to the call center (phone room). Please indicate your level of agreement. If you have not used our services, simply check N/A.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|---|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | Was your call answered in a timely manner? | 60 | 118 | 38 | 27 | 13 | 256 | 2.28 |
| 2 | Were you addressed in a courteous and professional manner? | 76 | 125 | 38 | 15 | 6 | 260 | 2.04 |
| 3 | If your phone call needed to be directed to a counselor, was your call addressed in a timely manner? | 62 | 96 | 32 | 24 | 7 | 221 | 2.18 |
| 4 | If a return call was necessary, was that call returned in a timely manner? | 56 | 84 | 43 | 14 | 12 | 209 | 2.24 |
| 5 | When you call the Office of SFA, do Call Center Staff provide you adequate information you are seeking? | 76 | 103 | 33 | 16 | 11 | 239 | 2.09 |

| Statistic | Was your call answered in a timely manner? | Were you addressed in a courteous and professional manner? | If your phone call needed to be directed to a counselor, was your call addressed in a timely manner? | If a return call was necessary, was that call returned in a timely manner? | When you call the Office of SFA, do Call Center Staff provide you adequate information you are seeking? |
|--------------------|--|--|--|--|---|
| Min Value | 1 | 1 | 1 | 1 | 1 |
| Max Value | 5 | 5 | 5 | 5 | 5 |
| Mean | 2.28 | 2.04 | 2.18 | 2.24 | 2.09 |
| Variance | 1.19 | 0.88 | 1.12 | 1.20 | 1.13 |
| Standard Deviation | 1.09 | 0.94 | 1.06 | 1.10 | 1.07 |
| Total Responses | 256 | 260 | 221 | 209 | 239 |

10. Please add any additional comments you may want to mention about the service you receive when you contact the Office of SFA by phone.

Text Response

Many comments were positive. Suggestions for improvement are summarized below.
Financial Aid needs more people answering phones.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 24 |

11. The following questions pertain to emailing our office. Please indicate your level of agreement. If you have not used our services, simply check N/A.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | When you emailed, was your concern addressed appropriately and in a timely manner? | 84 | 100 | 28 | 15 | 11 | 238 | 2.03 |
| 2 | Were you satisfied with the answer? | 75 | 97 | 41 | 14 | 9 | 236 | 2.09 |

| Statistic | When you emailed, was your concern addressed appropriately and in a timely manner? | Were you satisfied with the answer? |
|--------------------|--|-------------------------------------|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 2.03 | 2.09 |
| Variance | 1.14 | 1.07 |
| Standard Deviation | 1.07 | 1.03 |
| Total Responses | 238 | 236 |

12. Please add any additional comments you may want to mention about the service you receive when you contact the Office of SFA by email.

Text Response

Many comments were positive. Suggestions for improvement are summarized below.
Tailor answers to specific needs rather than simply quoting policy.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 23 |

13. The following questions pertain to our website. Please indicate your level of agreement. If you have not used our services, simply check N/A.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | Have you visited our website at www.marshall.edu/sfa ? | 158 | 128 | 11 | 14 | 4 | 315 | 1.66 |
| 2 | Do you find our website easy to navigate? | 99 | 149 | 38 | 16 | 3 | 305 | 1.93 |
| 3 | Is the content easy to understand and helpful? | 96 | 154 | 33 | 18 | 4 | 305 | 1.95 |
| 4 | Were you able to find the answers or forms needed when visiting the website? | 92 | 138 | 45 | 20 | 7 | 302 | 2.05 |

| Statistic | Have you visited our website at www.marshall.edu/sfa ? | Do you find our website easy to navigate? | Is the content easy to understand and helpful? | Were you able to find the answers or forms needed when visiting the website? |
|--------------------|--|---|--|--|
| Min Value | 1 | 1 | 1 | 1 |
| Max Value | 5 | 5 | 5 | 5 |
| Mean | 1.66 | 1.93 | 1.95 | 2.05 |
| Variance | 0.72 | 0.75 | 0.78 | 0.93 |
| Standard Deviation | 0.85 | 0.86 | 0.88 | 0.96 |
| Total Responses | 315 | 305 | 305 | 302 |

14. Please add any additional comments you may want to mention about the Office of Student Financial Assistance website.

Text Response

Many comments were positive. Specific suggestions for improvement are summarized below.

Post deadlines on website in a highly visible manner.

Maintain current forms.

Make links to forms easily understandable.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 17 |

15. The following questions pertain to our Facebook page. Please indicate your level of agreement. If you have not used our services, simply check N/A.

| # | Question | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Responses | Mean |
|---|--|----------------|-------|----------------------------|----------|-------------------|-----------|------|
| 1 | Are you aware of our Facebook page? | 58 | 59 | 29 | 111 | 74 | 331 | 3.25 |
| 2 | Do you feel it is informative and helpful? | 48 | 52 | 55 | 8 | 8 | 171 | 2.27 |

| Statistic | Are you aware of our Facebook page? | Do you feel it is informative and helpful? |
|--------------------|-------------------------------------|--|
| Min Value | 1 | 1 |
| Max Value | 5 | 5 |
| Mean | 3.25 | 2.27 |
| Variance | 2.05 | 1.14 |
| Standard Deviation | 1.43 | 1.07 |
| Total Responses | 331 | 171 |

16. Please add any additional comments you may want to mention about the Office of SFA Facebook page.

Text Response

Some comments were positive. Some students opined that the University shouldn't have a Facebook page. Specific suggestions for improvement are summarized below.

Post deadlines everywhere!

Good source of financial aid information.

I feel this is an excellent way to address the concerns of students or possible "future" prospective students to ask and receive CORRECT info regarding the necessary information. This was a wonderful idea that maybe should have been incorporated before in the format of a forum for question and answer. Good job on this one! Two thumbs up!

Advertize the Facebook page.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 19 |

17. The following questions pertain to Financial Aid Awareness Week.

| # | Question | Yes | No | Responses | Mean |
|---|---|-----|-----|-----------|------|
| 1 | Are you aware we host a Financial Aid Awareness Week in February? | 135 | 255 | 390 | 1.65 |
| 2 | Were you able to attend any of the workshops? | 24 | 360 | 384 | 1.94 |
| 3 | Do you believe the annual Financial Aid Awareness Week is worthwhile? | 276 | 103 | 379 | 1.27 |

| Statistic | Are you aware we host a Financial Aid Awareness Week in February? | Were you able to attend any of the workshops? | Do you believe the annual Financial Aid Awareness Week is worthwhile? |
|--------------------|---|---|---|
| Min Value | 1 | 1 | 1 |
| Max Value | 2 | 2 | 2 |
| Mean | 1.65 | 1.94 | 1.27 |
| Variance | 0.23 | 0.06 | 0.20 |
| Standard Deviation | 0.48 | 0.24 | 0.45 |
| Total Responses | 390 | 384 | 379 |

18. Please provide suggestions for future Financial Aid Awareness Week workshop topics.

Text Response

Advertize the workshops!

How to find Scholarships and Grants, and how to write proper proposals for them.

Offer workshops during several timeslots.

Budgeting strategies.

How to prepare for financing graduate school.

I feel that any type of education and information from the FA office is an excellent idea as well as crucial to any student who is using the assistance of this office. It is imperative to understand the magnitude of borrowing money and also the ramifications that can possibly occur after an individual has borrowed money, which is usually from government entities. As a result, if not paid back, the funds will be removed from future tax returns. Basically the government will take what is owed to them, one way or another. So awareness of what students are actually signing up for when borrowing can only help people understand and even become more responsible with regard to their financial well-being.

I believe many students need to understand how their cost of attendance and amount of financial aid is dependent on one another.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 21 |

19. Please tell us about your specific experience (positive and negative) with our office.

Text Response

These answers vary and were shared with the financial aid office. However, since they are all personal in nature, we did not feel it was appropriate to post them on the web.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 147 |

20. Please give us suggestions that you feel are important to our office and our relationship with you as a student.

Text Response

Summary of suggestions is given below.

More direct communication regarding timelines might be helpful.

Send us notices of deadlines. These can be sent via email.

Hire additional staff at the beginning of the semester.

Have extended hours during busy times of the semester.

Release funds in time for students to purchase books, etc.

Make sure students know who their financial aid counselor is and have an opportunity to meet with him or her.

Do not charge for credit card use.

More waiting room space.

Make all scholarship eligibility information available.

More financial aid information for graduate students.

Be cautious when encouraging students to apply for loans.

Ask for a student's name, not just his or her 901 number.

Conduct an educational session about the loan process.

Make summer financial aid less complicated.

Make greater use of the Facebook page.

Advertise events.

Send emails when forms need to be completed or deadlines need to be met.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 77 |

21. Do you want to be entered into Assessment Day Prize Drawings?

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 379 | 98% |
| 2 | No | 8 | 2% |
| | Total | 387 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.02 |
| Variance | 0.02 |
| Standard Deviation | 0.14 |
| Total Responses | 387 |