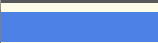
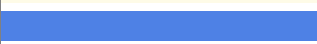


Assessment Day Financial Aid Survey Report – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

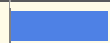

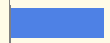


Last Modified: 03/07/2012

1. Gender

#	Answer		Response	%
1	Male		88	33%
2	Female		176	67%
	Total		264	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.67
Variance	0.22
Standard Deviation	0.47
Total Responses	264

2. Grade Level

#	Answer		Response	%
1	Freshman		53	20%
2	Sophomore		49	19%
3	Junior		51	20%
4	Senior		56	22%
5	Graduate or Professional		51	20%
	Total		260	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	3.01
Variance	2.01
Standard Deviation	1.42
Total Responses	260

3. Housing Status

#	Answer	Response	%
1	Live on Campus	122	46%
2	Live with Parents	25	9%
3	Live off Campus	117	44%
	Total	264	100%

Statistic	Value
Min Value	1
Max Value	3
Mean	1.98
Variance	0.91
Standard Deviation	0.95
Total Responses	264

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

#	Answer	Response	%
1	Yes	232	88%
2	No	33	12%
	Total	265	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.12
Variance	0.11
Standard Deviation	0.33
Total Responses	265

5. The following questions pertain to service provided by staff at our Reception Area 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.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Were you addressed in a friendly manner?	85	103	19	12	1	220	1.82
2	Were you addressed in a timely manner?	60	113	22	19	7	221	2.10
3	Was our staff member courteous and professional?	81	106	22	9	1	219	1.83
4	Was our staff able to answer your concerns or provide you the opportunity to speak with a counselor?	80	92	27	16	5	220	1.97

Statistic	Were you addressed in a friendly manner?	Were you addressed in a timely manner?	Was our staff member courteous and professional?	Was our staff able to answer your concerns or provide you the opportunity to speak with a counselor?
Min Value	1	1	1	1
Max Value	5	5	5	5
Mean	1.82	2.10	1.83	1.97
Variance	0.70	1.00	0.65	0.99
Standard Deviation	0.84	1.00	0.81	0.99
Total Responses	220	221	219	220

6. Please add any additional comments you may want to mention about the Reception Area service.

Text Response

General themes from comments are summarized below.

Some respondents felt it should be easier to talk to financial aid counselors.

Some respondents said that the office needs to have more people working at the beginning of semesters.

Numerous respondents complimented the services, noting that the staff was helpful. One respondent specifically commented on the good service in the reception area.

Although, as mentioned above, some respondents reported good experiences, others felt that better and friendlier customer service was needed.

One respondent commented on the crowded reception area.

One respondent commented that it was important for counselors to let students know what different types of grants and loans are available.

One respondent would like a workshop for veterans regarding benefits specifically available to them.

One respondent commented on that the remodeling of the office makes it look nice. Another commented that the sign-in process makes it easier to be waited on.

One respondent complained about the long wait for tuition reimbursement after having to withdraw from the university for medical reasons.

Some respondents specifically mentioned that services, especially the ability to talk with financial aid counselors, had improved.

One respondent suggested the financial aid counselors be available when the student shows up – kind of on a “walk-in” basis.

Statistic	Value
Total Responses	32

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?	52	80	43	30	9	214	2.36
2	When you call your financial aid counselor, are you answered in a timely manner?	41	67	31	19	7	165	2.30
3	When you speak by phone or meet your counselor in person, are you addressed in a courteous and professional manner?	57	87	26	10	4	184	2.01
4	When you speak by phone or meet your counselor in person, do you feel your questions	54	82	27	16	7	186	2.14

5	are answered in a satisfactory fashion? Do you feel you are provided adequate time with your financial aid counselor to discuss financial aid matters?	53	81	34	14	8	190	2.17
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Statistic	Do you feel that you have access to your financial aid counselor?	When you call your financial aid counselor, are you answered in a timely manner?	When you speak by phone or meet your counselor in person, are you addressed in a courteous and professional manner?	When you speak by phone or meet your counselor in person, do you feel 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	2.36	2.30	2.01	2.14	2.17
Variance	1.26	1.20	0.87	1.10	1.11
Standard Deviation	1.12	1.09	0.93	1.05	1.05
Total Responses	214	165	184	186	190

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

Text Response

Comments are summarized in general themes below.

Several respondents named certain counselors who had provided much needed assistance.

Several respondents made general comments about the helpfulness of counselors.

One respondent suggested that counselors should be careful not to misplace paperwork.

One respondent said that the existence of financial aid counselors should be made known to students. A number of students also said that they either didn't have financial aid counselors or they didn't know who they were.

Some respondents felt that improvements could be made.

One respondent would like more information regarding grants.

One respondent prefers live meetings to telephone meetings.

One respondent compared Marshall's Financial Aid Office favorably to the one at the student's previous institution.

One respondent complained that it can be difficult to reach the Financial Aid Office via telephone.

One respondent complained that it takes too long to see a financial aid counselor.

One respondent felt that financial aid counselors needed to have more information about "Study Abroad."

Statistic	Value
Total Responses	33

9. The following questions pertain to the Financial Aid Call center. 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?	36	80	19	19	8	162	2.28
2	Were you addressed in a courteous and professional manner?	52	83	23	6	4	168	1.97
3	If your phone call needed to be directed to a counselor, was your call transferred in a timely manner?	39	66	28	16	5	154	2.23
4	If a return call was necessary, was that call returned in a timely manner?	35	54	25	14	6	134	2.27
5	When you call the Office of SFA, do Call Center Staff provide you	40	68	28	11	8	155	2.22

adequate information you are seeking?							
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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 transferred 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	1.97	2.23	2.27	2.22
Variance	1.18	0.81	1.10	1.21	1.15
Standard Deviation	1.09	0.90	1.05	1.10	1.07
Total Responses	162	168	154	134	155

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

Comments are summarized in general themes below.

Some respondents reported good service when they contacted the Financial Aid Office via telephone; others reported that they had difficulty getting an appointment with, or speaking to, a counselor.

One respondent requested clearer answers for international students.

Statistic	Value
Total Responses	17

11. The following questions pertain to sending an email to 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?	47	71	25	17	10	170	2.25
2	Were you satisfied with the answer?	49	66	33	13	7	168	2.18

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	2.25	2.18
Variance	1.30	1.15
Standard Deviation	1.14	1.07
Total Responses	170	168

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

A summary of general themes is included below.

As before, many respondents mentioned specific financial aid counselors who were helpful.

A number of respondents opined that the Financial Aid Office had been helpful.

Some respondents felt they had difficulty having their questions answered.

Some respondents requested more timely responses from the Office.

Quite a few respondents said they received fast, helpful service.

Some respondents said that emails were not answered in a timely manner.

Other respondents said that e-mail responses from Financial Aid were always prompt and informative.

Statistic	Value
Total Responses	20

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 ?	91	102	8	4	5	210	1.71
2	Do you find our website easy to navigate?	52	112	31	8	0	203	1.98
3	Is the content easy to understand and helpful?	57	110	28	8	1	204	1.95
4	Were you able to find the answers or forms needed when visiting the website?	53	101	34	14	1	203	2.06

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	4	5	5
Mean	1.71	1.98	1.95	2.06
Variance	0.68	0.57	0.62	0.75
Standard Deviation	0.83	0.75	0.79	0.87
Total Responses	210	203	204	203

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

Text Response

Responses are summarized in general themes below.

Some respondents felt that the website was well designed and helpful.

One respondent suggested, "Where there is overlap with the Bus. Office, maybe still include the information."

One respondent suggested, "Please add a link specifically for Veterans!"

One respondent said that s/he preferred to visit the office in person.

One respondent said that the website needs to be easier to navigate so that students can find the information they need.

One respondent commented that it is very easy to get forms from the website.

Statistic	Value
Total Responses	12

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?	30	33	19	72	50	204	3.39
2	Do you feel it is informative and helpful?	26	28	32	7	5	98	2.36

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	3.39	2.36
Variance	1.94	1.22
Standard Deviation	1.39	1.11
Total Responses	204	98

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

Text Response

Responses are summarized in general themes below.

One respondent likes they updates.

Some respondents didn't know about the Facebook page.

One respondent said s/he would like for students to know about it when they email, call, or go to the office.

Statistic	Value
Total Responses	8

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?	128	130	258	1.50
2	Were you able to attend any of the workshops?	24	234	258	1.91
3	Do you believe the annual Financial Aid Awareness Week is worthwhile?	177	78	255	1.31

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	1.50	1.91	1.31
Variance	0.25	0.08	0.21
Standard Deviation	0.50	0.29	0.46
Total Responses	258	258	255

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

Text Response

Responses are summarized in general themes below.

I am on a full scholarship to Marshall and so have not had any contact with the Financial Aid Office.

These awareness promos often leave people with minimum help because there are so many people present and needing help. The individual help seems to get lost.

Several respondents said that more advertising is needed.

One response was general – the person just asked for more workshops.

One respondent requested a workshop to let students know what paperwork is necessary to complete the financial aid process.

One respondent requested a workshop to review examples of payback schedules.

Statistic	Value
Total Responses	16

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

Text Response

Responses are summarized in general themes below.

Most respondents commented on the good service they'd received from the Financial Aid Office.

Some respondents felt the Office's service needed to be improved.

Some respondents complained that it was difficult to reach a financial aid counselor via telephone.

Specific financial aid counselors received praise.

Some respondents said they wanted answers in a more timely fashion.

One respondent complained of the timing of a letter saying s/he had lost a scholarship.

One respondent was grateful that his/her refunds came in a timely manner.

One respondent requested more tactful emails when forms are missing.

One respondent requested timely notification regarding due dates.

One respondent requested more staffing during peak times.

One respondent said that financial aid information on MILO is sometimes difficult to understand.

One respondent said the Office was helpful with Vocational Rehabilitation financial aid, but less so with aid for textbook purchases.

One respondent noted that better access to the office is needed by South Charleston campus students.

One respondent requested that information be made available for international students.

One respondent, while acknowledging that Marshall has no control over this, felt that some of the stipulations for financial aid, e.g. # of course hours in which enrolled, are unfair.

Statistic	Value
Total Responses	81

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

Text Response

Responses are summarized in general themes below.

One respondent said that Student Financial Aid Week is a good idea. However, this individual felt that this event appealed more to older students and suggested that the Financial Aid Office might want to consider going to freshman and sophomore classes and announcing what Financial Aid Week can do and how it will help them. This individual also suggested that the Office provide incentives for students to attend.

One respondent suggested more staff and a larger waiting area.

One respondent said that financial aid needs to be more accessible and available for graduate students.

One respondent suggested less gatekeeping and more individual assistance.

One respondent suggested better lighting and another suggested better tracking of paperwork.

Some respondents recommended better customer service.

One respondent suggested better publicity for available financial aid.

One respondent wants more timely refunds.

One respondent felt that counselors should get to know students.

Make sure people working in the reception area are aware of the financial aid policies

One respondent requested more timely responses to email.

Offer more types of aid (not loans).

Make sure students have everything they need completed.

I feel that financial aid counseling should be mandatory for all freshman to avoid future difficulties from lack of information.

Statistic	Value
Total Responses	33