



## Office of Financial Aid Survey Results

### Assessment Day 2020

*Financial Aid-2020*

April 23rd 2020, 1:51 pm MDT

**Q1 - Please read the items below and select the responses that best describe your experience.**

#	Question	Strongly Disagree	Disagree	Agree	Strongly Agree	Total
1	1. The financial aid package I received this academic year has been adequate to meet my basic financial needs.	13	20	66	59	158
2	2. There are adequate part-time job opportunities on and near campus that enable me to earn funds to help pay for my education.	15	21	61	20	117
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	17	35	56	45	153
4	4. I could not have attended Marshall University without the financial aid I am receiving.	7	15	41	89	152
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	11	18	80	45	154
6	6. The Marshall University Financial Aid Website contains helpful information about application procedures.	12	16	76	48	152
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	9	12	85	47	153
8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	8	10	75	68	161
9	9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	7	14	76	61	158
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	13	9	64	69	155

11	11. Regardless of the amount of financial aid I received, the Student Financial Assistance staff have been helpful when I have needed assistance or have questions.	10	20	58	69	157
12	12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	11	12	65	65	153
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	9	25	82	50	166
14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	19	30	61	45	155
15	15. I have the ability to use knowledge and skills to manage my own financial resources for personal financial planning, the selection of financial services, budgeting, credit management, consumer purchases, consumer rights and responsibilities, and decision-making skills for all aspects of life during college and soon after graduation.	8	20	80	53	161
16	16. I frequently read my Marshall University email so that I stay on top of important communications from the Office of Student Financial Assistance.	2	4	67	93	166
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	6	15	74	67	162

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	1. The financial aid package I received this academic year has been adequate to meet my basic financial needs.	1.00	4.00	3.08	0.91	0.82	158
2	2. There are adequate part-time job opportunities on and near campus that enable me to earn funds to help pay for my education.	1.00	4.00	2.74	0.89	0.79	117
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	1.00	4.00	2.84	0.97	0.94	153
4	4. I could not have attended Marshall University without the financial aid I am receiving.	1.00	4.00	3.39	0.84	0.71	152
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	1.00	4.00	3.03	0.83	0.69	154
6	6. The Marshall University Financial Aid Website contains helpful information about application procedures.	1.00	4.00	3.05	0.86	0.73	152
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	1.00	4.00	3.11	0.78	0.61	153

8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	1.00	4.00	3.26	0.78	0.62	161
9	9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	1.00	4.00	3.21	0.78	0.61	158
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	1.00	4.00	3.22	0.89	0.79	155
11	11. Regardless of the amount of financial aid I received, the Student Financial Assistance staff have been helpful when I have needed assistance or have questions.	1.00	4.00	3.18	0.89	0.79	157
12	12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	1.00	4.00	3.20	0.87	0.75	153
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	1.00	4.00	3.04	0.82	0.67	166
14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	1.00	4.00	2.85	0.98	0.95	155
15	15. I have the ability to use knowledge and skills to manage my own financial resources for personal financial planning, the selection of financial services, budgeting, credit management, consumer purchases, consumer rights and responsibilities, and decision-making skills for all aspects of life during college and soon after graduation.	1.00	4.00	3.11	0.80	0.64	161
16	16. I frequently read my Marshall University email so that I stay on top of important communications from the Office of Student Financial Assistance.	1.00	4.00	3.51	0.61	0.37	166
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	1.00	4.00	3.25	0.77	0.59	162

**Q2 - 1. Please list the three most positive experiences you have encountered while going through the Financial Aid process.**

1. Please list the three most positive experiences you have encountered while going through the Financial Aid process.

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All responses were shared with the Office of Financial Aid.

**Q3 - 2. Please indicate the three biggest problems or challenges you have encountered while going through the Financial Aid process.**

2. Please indicate the three biggest problems or challenges you have encountered while going through the Financial Aid process.

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All responses were shared with the Office of Financial Aid.

**Q4 - 3. The greatest concern or worry I have about financial aid is as follows:**

3. The greatest concern or worry I have about financial aid is as follows:

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All responses were shared with the Office of Financial Aid.

**Q5 - 4. Are there any financial or financial aid topics you'd like to know more about?**

4. Are there any financial or financial aid topics you'd like to know more about?

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All responses were shared with the Office of Financial Aid.