Financial Aid Survey Results

Assessment Day 2025

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 award offer I received this academic year has been adequate to meet my basic financial needs.	4	17	42	30	93
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.	8	13	24	15	60
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	11	21	26	30	88
4	4. Without the financial aid I receive, attending Marshall University wouldn't have been possible for me.	7	9	29	45	90
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	3	16	46	22	87
6	6. The Marshall University Financial Aid Website contains helpful information about application procedures.	4	8	48	23	83
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	3	7	51	25	86
8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	2	9	50	33	94
9	9. The processing of my financial aid to the Bursar (Student Account) was handled smoothly and efficiently.	5	7	50	29	91
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	4	7	46	32	89
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.	4	9	45	29	87

12	12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	4	10	43	27	84
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	6	8	55	26	95
14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	11	22	32	25	90
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.	7	8	50	27	92
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	3	42	52	98
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	4	14	48	30	96

Q2. Please share your positive experiences while going through the financial aid process.

All positive experiences were shared with the Financial Office

Q3. Please share any problems or challenges you have encountered while going through the financial aid process.

All problems and challenges were shared with the Financial Aid Office.

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

All concerns and worries were shared with the Financial Aid Office.

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

All comments were shared with the Financial Aid Office.