UNIVERSITY OF HAWAII AT HILO
Office of Financial Aid Services Survey

We’d like to know how satisfied you are with our financial aid services. Please read the questions below, select the responses that best describe your experience, and return the completed form to us. **NOTE:** Several of the questions ask that you assign a grade to a particular service. Please use a standard grading system to respond to these questions.

A = Excellent      B = Above Average       C = Average         D = Poor      F = Failure

I. **PRINTED INFORMATION ABOUT FINANCIAL AID:**
1. Did you receive any printed information about financial aid programs, policies, and application procedures?
   - Yes (continue with question 2)
   - No (skip to question 3)
   - Not sure (skip to question 3)
2. Please assign a grade to the usefulness of this information to you and/or your family. (Circle one)
   
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II. **TELEPHONE SERVICES:**
3. During the past year, how many times have you or a family member telephoned the Financial Aid Office?
   - None (skip to question 10)
   - One (continue with question 4)
   - Two (continue with question 4)
   - Four or More (continue with question 4)
4. Please indicate the reason(s) for your call(s). (Mark all that apply)
   - Check on application procedures
   - Check on status of aid request
   - Seek information on student employment
   - Seek information on Stafford/PLUS loan check
   - Request forms
   - Discuss award package or denial
   - Other (Please specify)________________________________________________________
5. Have you had any difficulty getting through to the right person when you called the financial aid office?
   - Yes (continue with question 6)
   - No (skip to question 7)
6. Please indicate the reason(s) for this difficulty. (Mark all that apply)
   - Persistent busy signals
   - Referred to the wrong person
   - Received recorded message and could not get through to staff member
   - On hold for too long
   - Phone was not answered
7. Please assign a grade to the **courteousness** of the person(s) you spoke with on the telephone. (Circle one)
   
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8. Please assign a grade to the **knowledge** of the person(s) you spoke with on the telephone. (Circle one)
   
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9. Please assign a grade to the **helpfulness** of the person you spoke with on the telephone. (Circle one)
   
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III. WALK-IN SERVICES:

10. During the past year, how many times have you visited the financial aid office on a walk-in basis without a scheduled appointment?
   
   ? None (skip to question 16)
   ? One (continue with question 11)
   ? Two (continue with question 11)
   ? Three (continue with question 11)
   ? Four or More (continue with question 11)

11. On average, how many minutes have you had to wait before you were helped?
   
   ? None
   ? 5 – 15 minutes
   ? Less than 5 minutes
   ? More than 15 minutes

12. Please indicate all reasons for your visit(s). (Mark all that apply)
   
   ? Check on application procedures
   ? Check on status of aid request
   ? Seek information on student employment
   ? Request forms
   ? Discuss award package or denial
   ? Sign necessary forms

13. Please assign a grade to the courteousness of the person(s) with whom you spoke. (Circle one)
   
   A    B    C    D    F

14. Please assign a grade to the knowledge of the person(s) you spoke. (Circle one)
   
   A    B    C    D    F

15. Please assign a grade to the helpfulness of the person you received during this visit. (Circle one)
   
   A    B    C    D    F

IV. OVERALL EVALUATION OF FINANCIAL AID SERVICES:

16. Please assign a grade to the financial aid process as you have experienced it. (Circle one)
   
   A    B    C    D    F

17. Please assign a grade to our financial aid policies as you understand them. (Circle one)
   
   A    B    C    D    F

18. Please assign a grade to the financial aid personnel you have spoken to or met with. (Circle one)
   
   A    B    C    D    F

19. Please assign an overall, final grade to our financial aid services. (Circle one)
   
   A    B    C    D    F

20. How would you rate the overall services of the financial aid office in comparison to other campus administrative offices you have worked with (Admissions, Registration, Cashiering or Student Accounts, Academic or Personal Counseling, Placement, etc.)?
   
   ? Much better than most
   ? Somewhat better than most
   ? About the same as most
   ? Somewhat worse than most
   ? Much worse than most

21. List any suggestions or comments: ______________________________________________________________
    __________________________________________________________________________________________
    __________________________________________________________________________________________

RETURN TO: Financial Aid Office, University of Hawaii at Hilo, 200 W. Kawili St, Hilo, Hi 96720-4091