

# Student Survey of Financial Aid Office Services

2004-05

**Return to: Office of Financial Aid & Scholarships**  
**California State University, Bakersfield**  
 9001 Stockdale Highway - Bakersfield, CA 93311-1099  
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 Web: [www.csub.edu/finaid](http://www.csub.edu/finaid) E-Mail: [finaid@csb.edu](mailto:finaid@csb.edu)



## Student Information:

Last name	First name	Middle	Social Security Number
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**Please take a few moments to fill out and return the following survey to our office. Add additional comments if you wish. The survey responses will be tabulated as anonymous and will only be used to help improve services to students.**

	Excellent	Above Average	Satisfactory	Below Average	Poor
1. How do you rate the attitude/courtesy projected by staff members of the Office of Financial Aid & Scholarships (OFA&S) when you request help?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. When you leave the office, do you feel that your questions have been answered satisfactorily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How would you judge the timelines of receiving your financial aid award offer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How would you judge the timelines of receiving your financial aid disbursement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you judge the waiting time to be served in the OFA&S?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Are the various publications, including the periodic news update, Financial Aid Highlights (FAH), provided by the OFA&S useful to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do the hours of operation/service of the OFA&S meet your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. How would you rate the various services offered by the Office of Financial Aid & Scholarships?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Which of the following OFA&S' services would you like to see expanded, e.g.:	<b>Yes</b>				<b>No</b>
An explanation of monies awarded	<input type="checkbox"/>				<input type="checkbox"/>
Flyers about deadlines	<input type="checkbox"/>				<input type="checkbox"/>
Scholarship Availability	<input type="checkbox"/>				<input type="checkbox"/>
Workshops on completing the FAFSA form	<input type="checkbox"/>				<input type="checkbox"/>
Other (please explain below):	_____				
_____	_____				
_____	_____				
10. Any additional comments concerning the services provided by the OFA&S are welcome:	_____				
_____	_____				
_____	_____				
_____	_____				