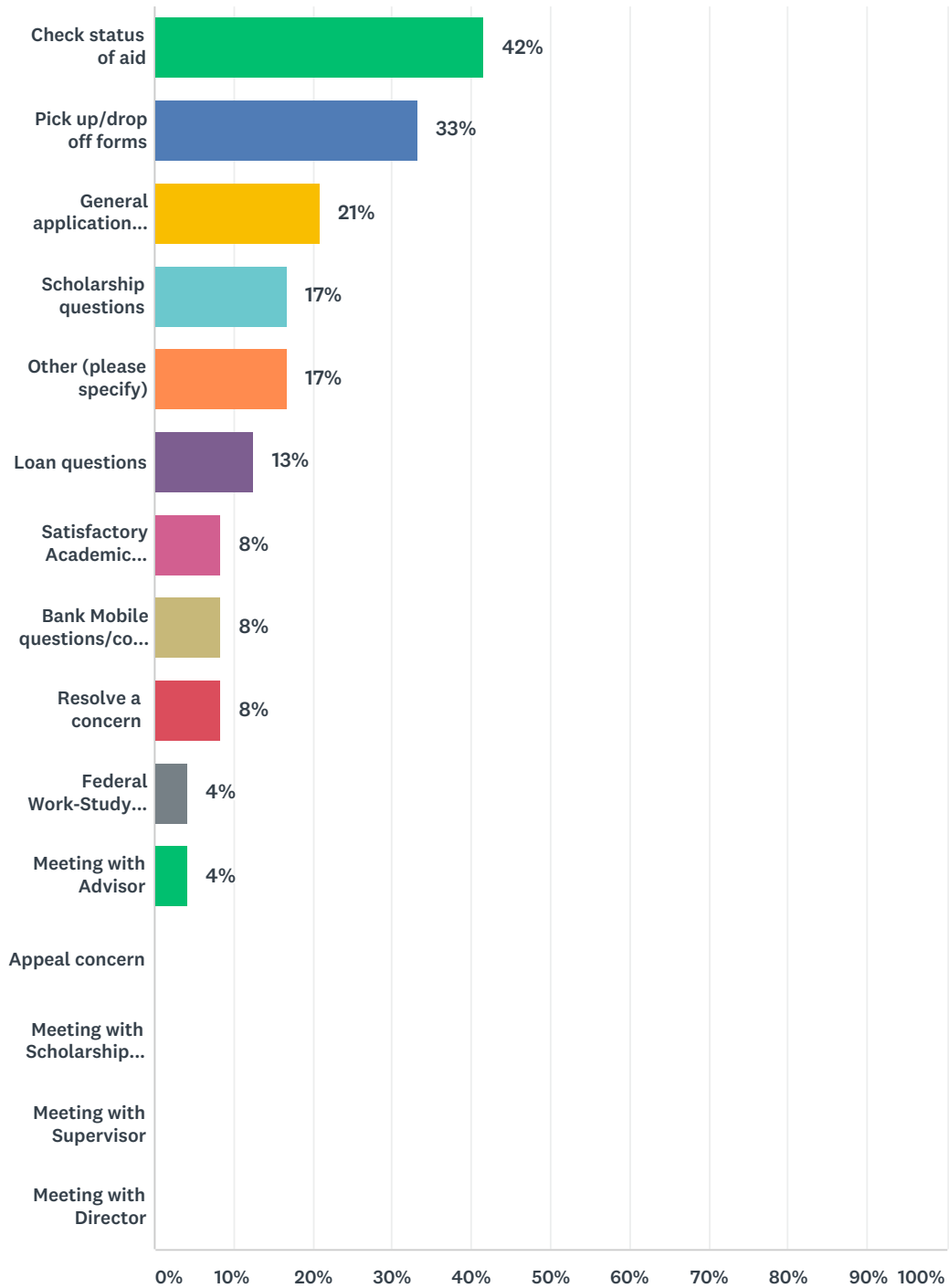


Q1 What was the reason for your most recent visit to the Financial Aid Office? (check all that apply)

Answered: 24 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|------------------------|-----------|
| Check status of aid | 42% 10 |
| Pick up/drop off forms | 33% 8 |

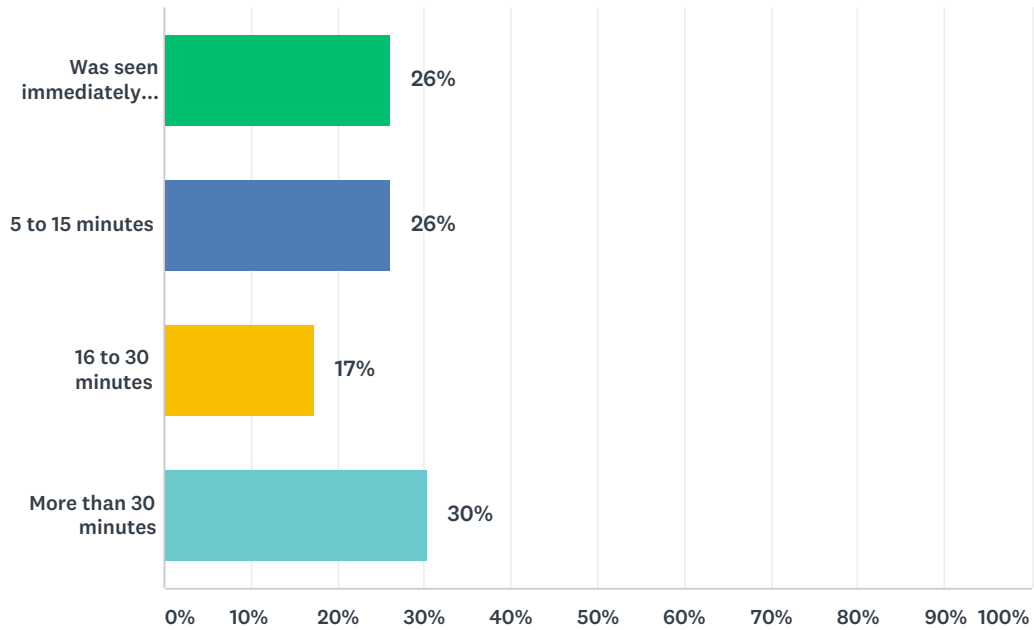
Financial Aid Student Survey 2019

| | | |
|--------------------------------------|-----|---|
| General application questions | 21% | 5 |
| Scholarship questions | 17% | 4 |
| Other (please specify) | 17% | 4 |
| Loan questions | 13% | 3 |
| Satisfactory Academic Progress | 8% | 2 |
| Bank Mobile questions/concern | 8% | 2 |
| Resolve a concern | 8% | 2 |
| Federal Work-Study questions/concern | 4% | 1 |
| Meeting with Advisor | 4% | 1 |
| Appeal concern | 0% | 0 |
| Meeting with Scholarship Specialist | 0% | 0 |
| Meeting with Supervisor | 0% | 0 |
| Meeting with Director | 0% | 0 |
| Total Respondents: 24 | | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|--------------------|
| 1 | Date for disbursement of my scholarship listed in Web advisor is for October. | 9/16/2019 4:38 PM |
| 2 | Received pan-flip to sign up for bank mobile | 8/18/2019 10:13 PM |
| 3 | I want to apply for the PROMISE fee waiver. None of your links for that work or they go to the wrong place. I left a phone message. I sent my SSI award letter. Nobody has replied. Where is the application for fee waiver? Can you please email it??? | 7/29/2019 8:27 PM |
| 4 | Bringing in proof of residency. | 6/17/2019 1:27 PM |

Q2 How long did you wait in line before you were helped?

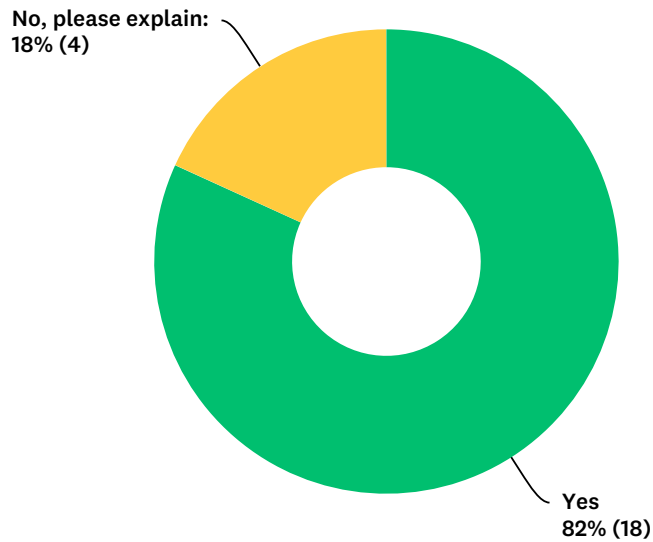
Answered: 23 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| Was seen immediately (less than 5 minutes) | 26% | 6 |
| 5 to 15 minutes | 26% | 6 |
| 16 to 30 minutes | 17% | 4 |
| More than 30 minutes | 30% | 7 |
| TOTAL | | 23 |

Q3 Were all of your questions addressed during your visit?

Answered: 22 Skipped: 2

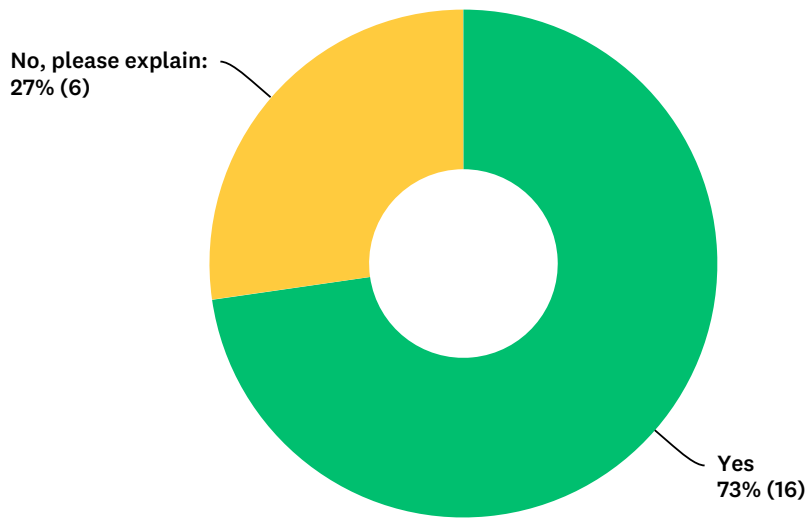


| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|----|
| Yes | 82% | 18 |
| No, please explain: | 18% | 4 |
| TOTAL | | 22 |

| # | NO, PLEASE EXPLAIN: | DATE |
|---|---|-------------------|
| 1 | I wanted to know why it was taking so long to complete and process my financial aid. | 10/7/2019 7:35 AM |
| 2 | No one could help me with a solution. | 9/16/2019 4:38 PM |
| 3 | These hours don't work for full time working individuals. I'm also a full time single mother. I can never can get anything resolved. This college isn't for me I'm learned. | 9/16/2019 3:02 PM |
| 4 | I live 8 hours from you. I have emailed and left phone message and got no response for either. | 7/29/2019 8:28 PM |

Q4 Were the answers to your questions clearly explained?

Answered: 22 Skipped: 2

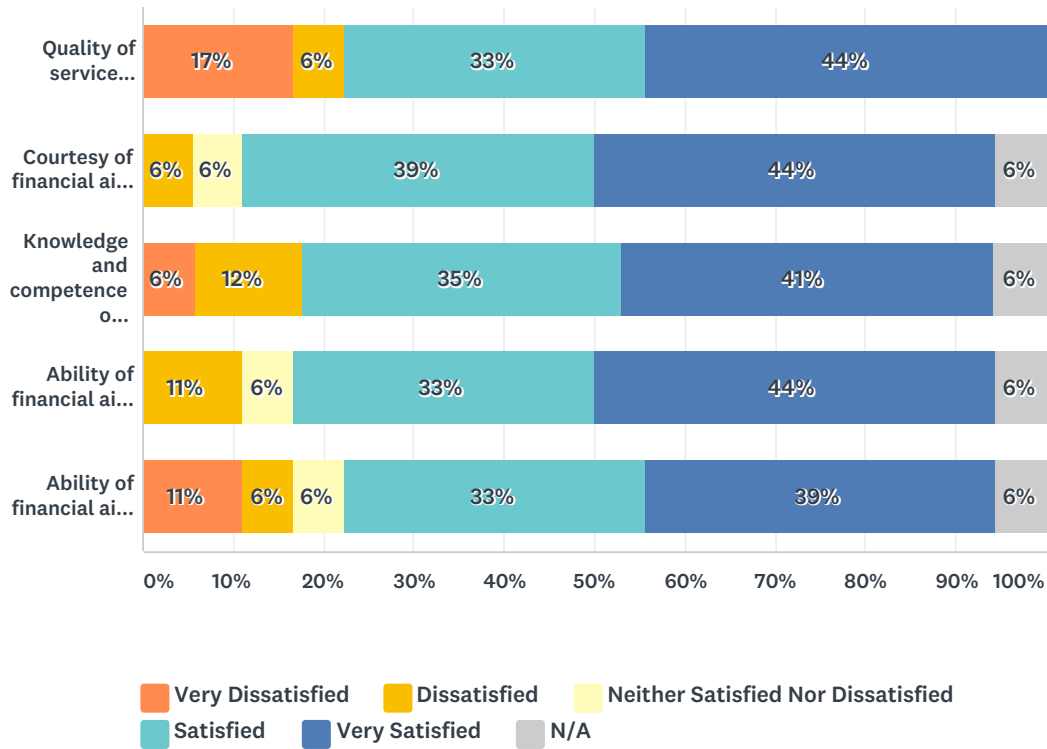


| ANSWER CHOICES | RESPONSES | |
|---------------------|-----------|-----------|
| Yes | 73% | 16 |
| No, please explain: | 27% | 6 |
| TOTAL | | 22 |

| # | NO, PLEASE EXPLAIN: | DATE |
|---|--|-------------------|
| 1 | They submitted changes to my financial aid application on my behalf, so it had to be re-processed. However, they submitted the same change twice. I'm unsure of their reason for doing so. | 10/7/2019 7:37 AM |
| 2 | No one knew why. | 9/16/2019 4:39 PM |
| 3 | I can never get anyone | 9/16/2019 3:03 PM |
| 4 | They were kind of beating around the bush about thing. It seemed that they really didn't understand what my question was. | 8/20/2019 1:42 PM |
| 5 | see previous | 7/29/2019 8:29 PM |
| 6 | I was still unsure on what had to be done | 7/24/2019 5:58 AM |

Q5 How satisfied were you with each of the following aspects of your experience in the Financial Aid office?

Answered: 18 Skipped: 6



| | VERY DISSATISFIED | DISSATISFIED | NEITHER SATISFIED NOR DISSATISFIED | SATISFIED | VERY SATISFIED | N/A | TOTAL | WEIGHTED AVERAGE |
|---|-------------------|--------------|------------------------------------|-----------|----------------|---------|-------|------------------|
| Quality of service provided | 17% 3 | 6% 1 | 0% 0 | 33% 6 | 44% 8 | 0% 0 | 18 | 3.83 |
| Courtesy of financial aid staff member | 0% 0 | 6% 1 | 6% 1 | 39% 7 | 44% 8 | 6% 1 | 18 | 4.29 |
| Knowledge and competence of financial aid staff member | 6% 1 | 12% 2 | 0% 0 | 35% 6 | 41% 7 | 6% 1 | 17 | 4.00 |
| Ability of financial aid staff member to understand your concerns/request | 0% 0 | 11% 2 | 6% 1 | 33% 6 | 44% 8 | 6% 1 | 18 | 4.18 |
| Ability of financial aid staff member to resolve your concerns/request | 11% 2 | 6% 1 | 6% 1 | 33% 6 | 39% 7 | 6% 1 | 18 | 3.88 |

Q6 Please rate your agreement with the following statement:

Answered: 0 Skipped: 24

 No matching responses.

| | STRONGLY DISAGREE | DISAGREE | NEITHER AGREE NOR DISAGREE | AGREE | STRONGLY AGREE | TOTAL | WEIGHTED AVERAGE |
|--|-------------------|------------|----------------------------|------------|----------------|-------|------------------|
| Overall, I am satisfied with the services I received | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0 | 0.00 |

Q7 Please provide any comments you have regarding your experience.

Answered: 5 Skipped: 19

| # | RESPONSES | DATE |
|---|---|--------------------|
| 1 | Very helpful staff | 10/15/2019 7:01 PM |
| 2 | This is a plan for student failure and needs addressed. | 9/16/2019 4:39 PM |
| 3 | Inconvenient | 9/16/2019 3:04 PM |
| 4 | The front desk lady was kind but the other lady she asked for help was very rude and disrespectful. | 8/20/2019 1:43 PM |
| 5 | Excellent customer service skills. | 7/11/2019 8:35 PM |

Q8 What was most helpful about your experience in the Financial Aid Office?

Answered: 9 Skipped: 15

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | I'm always getting my answer right away and front desk staff there are very helpful. | 10/15/2019 7:02 PM |
| 2 | They made copies of documents for me. | 10/7/2019 7:38 AM |
| 3 | Nothing | 9/16/2019 3:04 PM |
| 4 | Nothing | 8/20/2019 1:43 PM |
| 5 | Staff that was knowledgeable in the financial aid process | 8/19/2019 12:08 PM |
| 6 | all of it | 8/18/2019 10:14 PM |
| 7 | Turning in tax form | 7/24/2019 5:59 AM |
| 8 | I get answers for all my questions. | 7/11/2019 8:38 PM |
| 9 | They helped me chose the classes I wanted. | 7/3/2019 10:54 AM |

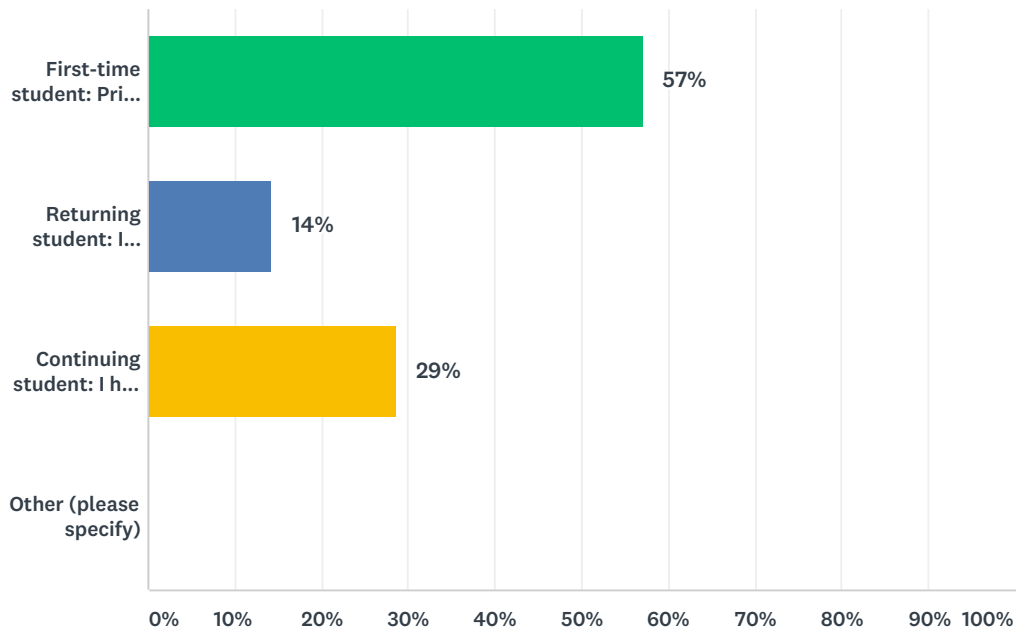
Q9 How could your experience in the Financial Aid office have been improved?

Answered: 8 Skipped: 16

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | They need to finish the process of the petition faster. | 10/15/2019 7:03 PM |
| 2 | Them being more timely and more detail oriented. | 10/7/2019 7:40 AM |
| 3 | Have hours for full time working individuals. Have some type of access that doesn't require coming in during ridiculous hours. | 9/16/2019 3:06 PM |
| 4 | It they took the time to listen to what I was trying to explain instead of cutting me. Her name was Pam | 8/20/2019 1:45 PM |
| 5 | I would have preferred to get all of my questions answered online | 8/19/2019 12:08 PM |
| 6 | Need to know exact dates in when will I receive it | 7/24/2019 5:59 AM |
| 7 | Speed up document processing for Work-Study. I start working in October in the fall semesters. | 7/11/2019 8:49 PM |
| 8 | I have no idea | 7/3/2019 10:55 AM |

Q10 Are you a first-time, returning, or continuing student at Cuyamaca College?

Answered: 14 Skipped: 10

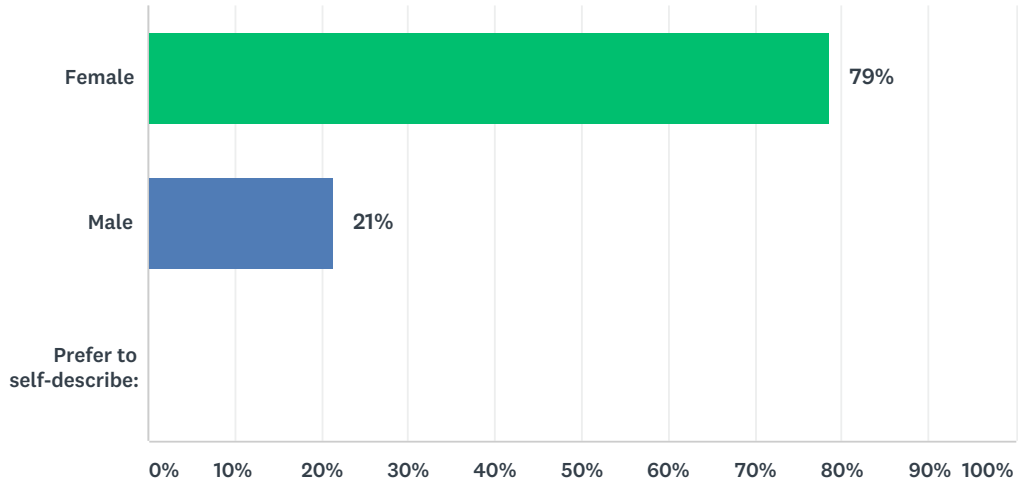


| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| First-time student: Prior to this semester, I was not enrolled at Cuyamaca College. | 57% | 8 |
| Returning student: I enrolled at Cuyamaca College previously but took a leave of absence of at least one semester. | 14% | 2 |
| Continuing student: I have been continuously enrolled at Cuyamaca College. | 29% | 4 |
| Other (please specify) | 0% | 0 |
| TOTAL | | 14 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q11 What is your gender?

Answered: 14 Skipped: 10



| ANSWER CHOICES | RESPONSES |
|--------------------------|-----------|
| Female | 79% 11 |
| Male | 21% 3 |
| Prefer to self-describe: | 0% 0 |
| TOTAL | 14 |

| # | PREFER TO SELF-DESCRIBE: | DATE |
|---|--------------------------|------|
| | There are no responses. | |

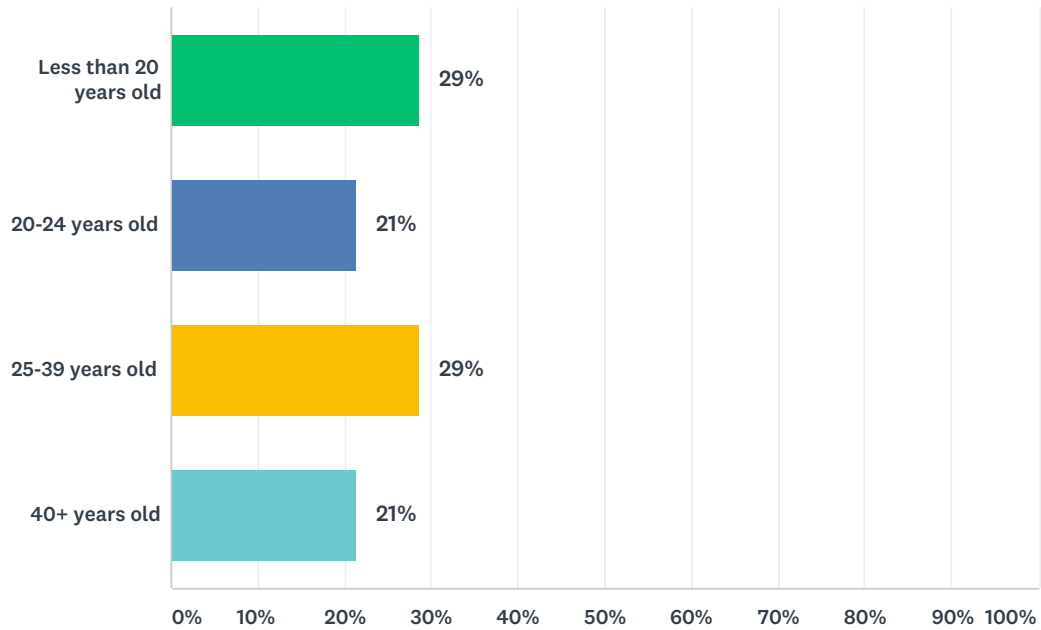
Q12 On average, how many hours do you work per week?

Answered: 11 Skipped: 13

| # | RESPONSES | DATE |
|----|-----------|--------------------|
| 1 | 20.0 | 10/15/2019 7:03 PM |
| 2 | 20.0 | 9/22/2019 2:20 PM |
| 3 | 45.0 | 9/16/2019 4:40 PM |
| 4 | 45.0 | 9/16/2019 3:07 PM |
| 5 | 40.0 | 8/19/2019 12:08 PM |
| 6 | 10.0 | 7/24/2019 6:00 AM |
| 7 | 36.0 | 7/15/2019 5:40 PM |
| 8 | 12.0 | 7/11/2019 8:51 PM |
| 9 | 30.0 | 7/3/2019 10:55 AM |
| 10 | 30.0 | 6/17/2019 3:26 PM |
| 11 | 85.0 | 6/17/2019 1:30 PM |

Q13 What is your age?

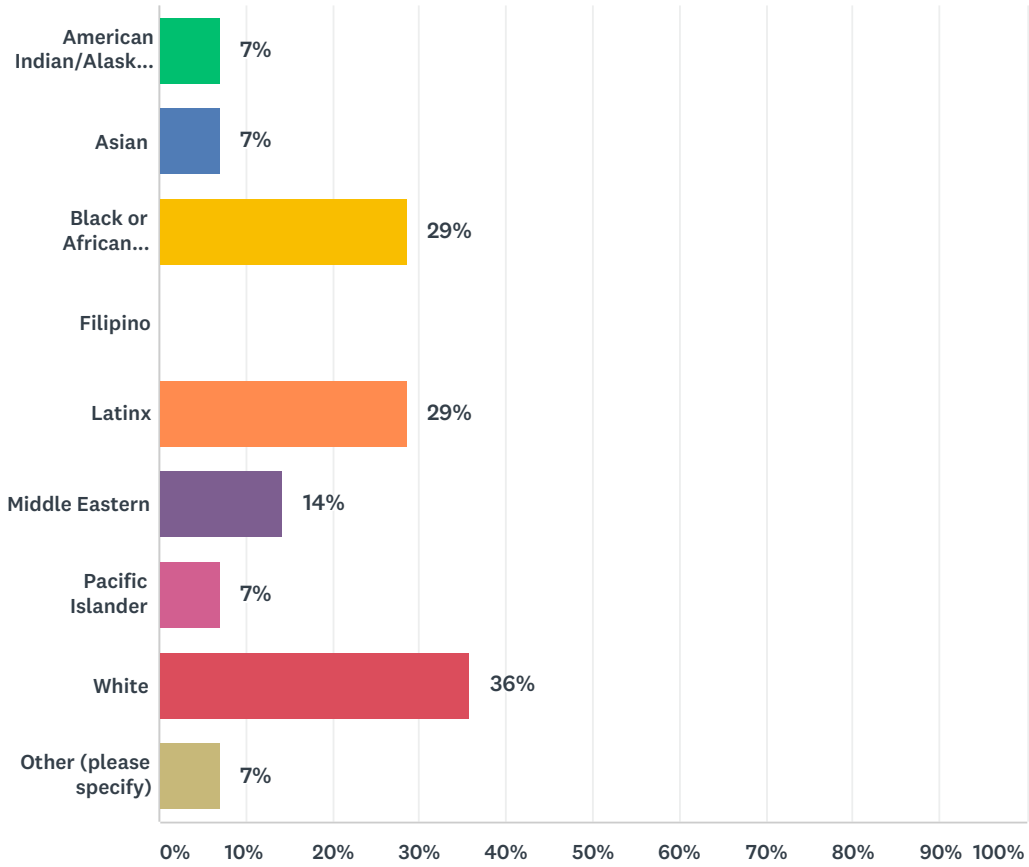
Answered: 14 Skipped: 10



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----------|
| Less than 20 years old | 29% | 4 |
| 20-24 years old | 21% | 3 |
| 25-39 years old | 29% | 4 |
| 40+ years old | 21% | 3 |
| TOTAL | | 14 |

Q14 What is your ethnicity? Select all that apply.

Answered: 14 Skipped: 10

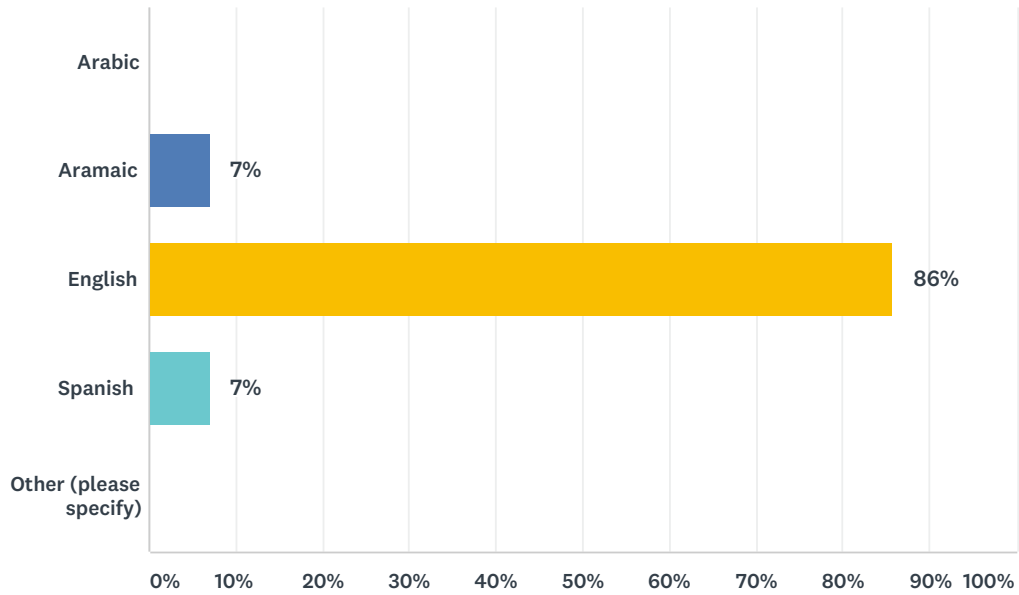


| ANSWER CHOICES | RESPONSES | |
|-------------------------------|-----------|---|
| American Indian/Alaska Native | 7% | 1 |
| Asian | 7% | 1 |
| Black or African American | 29% | 4 |
| Filipino | 0% | 0 |
| Latinx | 29% | 4 |
| Middle Eastern | 14% | 2 |
| Pacific Islander | 7% | 1 |
| White | 36% | 5 |
| Other (please specify) | 7% | 1 |
| Total Respondents: 14 | | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | Latino | 7/24/2019 6:00 AM |

Q15 What is your primary language?

Answered: 14 Skipped: 10



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----------|
| Arabic | 0% | 0 |
| Aramaic | 7% | 1 |
| English | 86% | 12 |
| Spanish | 7% | 1 |
| Other (please specify) | 0% | 0 |
| TOTAL | | 14 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |