

2014 Assessment Day Financial Aid Office Survey Report
For the Likert Scale Question, Higher Means are More Positive than Lower Means

Last Modified: 04/24/2014

1. Please read the items below and select the responses that best describe your experience.

#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses	Mean
1	1. The financial aid package I received during the 2013-14 academic year has been adequate to meet my basic financial needs.	90	120	33	29	272	3.00
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.	55	96	60	21	232	2.80
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	75	71	80	48	274	2.63
4	4. I could not have attended Marshall University without the financial aid I am receiving.	147	89	29	12	277	3.34
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	77	113	42	12	244	3.05
6	6. The Marshall University Financial Aid Website contains helpful information about application procedures.	70	124	40	8	242	3.06
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	68	144	26	5	243	3.13

8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	102	151	8	3	264	3.33
9	9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	99	145	13	8	265	3.26
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	103	129	13	8	253	3.29
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.	108	119	13	10	250	3.30
12	12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	107	127	16	7	257	3.30
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	87	142	36	10	275	3.11
14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	72	127	46	19	264	2.95
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,	91	143	34	9	277	3.14

	budgeting, credit management, consumer purchases, consumer rights and responsibilities, and decision-making skills for all aspects of life during college and soon after graduation.						
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.	142	127	14	0	283	3.45
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	109	130	29	7	275	3.24

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

Text Response

All comments were shared with the Office of Financial Aid.

Statistic	Value
Total Responses	163

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

Text Response

All comments were shared with the Office of Financial Aid.

Statistic	Value
Total Responses	159

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

Text Response

All comments were shared with the Office of Financial Aid.

Statistic	Value
Total Responses	153

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

Text Response

All comments were shared with the Office of Financial Aid.

Statistic	Value
Total Responses	117