

**2015 Assessment Day Financial Aid Office Survey Report
For the Likert Scale Question, Higher Means are More
Positive than Lower Means**

Last Modified: 03/20/2015

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 2014-15 academic year has been adequate to meet my basic financial needs.	87	73	35	22	217	3.04
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.	52	86	32	22	192	2.88
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	60	65	49	43	217	2.65
4	4. I could not have attended Marshall University without the financial aid I am receiving.	118	73	24	10	225	3.33
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	71	98	23	14	206	3.10
6	6. The Marshall	71	106	19	7	203	3.19

	University Financial Aid Website contains helpful information about application procedures.						
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	75	106	14	8	203	3.22
8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	105	101	8	4	218	3.41
9	9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	96	98	11	9	214	3.31
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	96	93	8	8	205	3.35
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.	96	88	9	9	202	3.34
12	12. Student	89	99	7	9	204	3.31

	Financial Assistance staff are knowledgeable about financial aid policies and procedures.						
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	79	114	22	7	222	3.19
14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	69	100	37	10	216	3.06
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	83	112	21	5	221	3.24

	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.	119	91	9	6	225	3.44
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	107	90	19	7	223	3.33

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	117

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	110

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	115

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	82