

# Financial Aid Survey Report

## Assessment Day 2017

*Financial Aid-2017*

April 13th 2017, 11:47 am MDT

**Q1 - Please read the items below and select the responses that best describe your experience.**

#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1	1. The financial aid package I received this academic year has been adequate to meet my basic financial needs.	68	102	34	25	229
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.	40	77	41	25	183
3	3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	49	90	65	32	236
4	4. I could not have attended Marshall University without the financial aid I am receiving.	116	78	27	14	235
5	5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	63	107	44	14	228
6	6. The Marshall University Financial Aid Website contains helpful information about application procedures.	60	116	36	10	222
7	7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	61	128	25	9	223
8	8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	93	123	13	10	239
9	9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	76	120	20	11	227
10	10. Student Financial Assistance staff have been courteous and polite when speaking with me.	85	112	21	11	229
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.	86	105	23	14	228
12	12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	82	107	28	13	230
13	13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	64	127	39	11	241

14	14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	55	106	45	22	228
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 life during college and soon after graduation.	60	127	37	14	238
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.	128	107	10	2	247
17	17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	82	114	33	11	240

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1. The financial aid package I received this academic year has been adequate to meet my basic financial needs.	1.00	4.00	2.93	0.94	0.88	229
2. There are adequate part-time job opportunities on and near campus that enable me to earn funds to help pay for my education.	1.00	4.00	2.72	0.95	0.91	183
3. The primary reason I chose to attend Marshall University was based upon the financial aid available to me.	1.00	4.00	2.66	0.95	0.91	236
4. I could not have attended Marshall University without the financial aid I am receiving.	1.00	4.00	3.26	0.88	0.78	235
5. The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.	1.00	4.00	2.96	0.84	0.71	228
6. The Marshall University Financial Aid Website contains helpful information about application procedures.	1.00	4.00	3.02	0.78	0.61	222
7. The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.	1.00	4.00	3.08	0.74	0.54	223
8. My Free Application for Federal Student Aid (FAFSA) was processed efficiently.	1.00	4.00	3.25	0.74	0.55	239
9. The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.	1.00	4.00	3.15	0.77	0.59	227
10. Student Financial Assistance staff have been courteous and polite when speaking with me.	1.00	4.00	3.18	0.79	0.62	229
11. Regardless of the amount of financial aid I received, the Student Financial Assistance staff	1.00	4.00	3.15	0.84	0.70	228

have been helpful when I have needed assistance or have questions.						
12. Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.	1.00	4.00	3.12	0.83	0.69	230
13. I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.	1.00	4.00	3.01	0.78	0.61	241
14. I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.	1.00	4.00	2.85	0.90	0.80	228
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 life during college and soon after graduation.	1.00	4.00	2.98	0.80	0.64	238
16. I frequently read my Marshall University email so that I stay on top of important communications from the Office of Student Financial Assistance.	1.00	4.00	3.46	0.61	0.38	247
17. I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.	1.00	4.00	3.11	0.81	0.65	240

**Q2 - Please list the three most positive experiences you have encountered while going through the Financial Aid process.**

**Please list the three most positive experiences you have encounter...**

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All responses were sent to the Financial Aid Office.

**Q3 - Please indicate the three biggest problems or challenges you have encountered while going through the Financial Aid process.**

**Please indicate the three biggest problems or challenges you have...**

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All responses were sent to the Financial Aid Office.

**Q4 The greatest concern or worry I have about financial aid is as follows:**

**The greatest concern or worry I have about financial aid is as fol...**

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All responses were sent to the Financial Aid Office.

**Q5 Are there any financial or financial aid topics you'd like to know more about?**

**Are there any financial or financial aid topics you'd like to know...**

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All responses were sent to the Financial Aid Office.