



## Financial Aid Survey Report

### Assessment Day 2018

*Financial Aid-2018*

April 20th 2018, 8:04 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  | The financial aid package I received this academic year has been adequate to meet my basic financial needs.                  | 79             | 102   | 41       | 15                | 237   |
| 2  | There are adequate part-time job opportunities on and near campus that enable me to earn funds to help pay for my education. | 49             | 73    | 47       | 19                | 188   |
| 3  | The primary reason I chose to attend Marshall University was based upon the financial aid available to me.                   | 70             | 80    | 64       | 22                | 236   |
| 4  | I could not have attended Marshall University without the financial aid I am receiving.                                      | 146            | 65    | 28       | 8                 | 247   |
| 5  | The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.       | 62             | 119   | 34       | 7                 | 222   |
| 6  | The Marshall University Financial Aid Website contains helpful information about application procedures.                     | 65             | 117   | 32       | 6                 | 220   |
| 7  | The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.      | 68             | 118   | 32       | 5                 | 223   |
| 8  | My Free Application for Federal Student Aid (FAFSA) was processed efficiently.   | 119            | 102   | 17       | 2                 | 240   |
| 9  | The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.                                   | 92             | 111   | 22       | 10                | 235   |
| 10 | Student Financial Assistance staff have been courteous and polite when speaking with me.                                     | 122            | 92    | 12       | 14                | 240   |

|    |  |     |     |    |    |     |
|----|--|-----|-----|----|----|-----|
| 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.  | 109 | 97  | 19 | 12 | 237 |
| 12 | Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.  | 109 | 91  | 25 | 12 | 237 |
| 13 | I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.   | 75  | 123 | 37 | 9  | 244 |
| 14 | I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.  | 59  | 104 | 47 | 21 | 231 |
| 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. | 75  | 117 | 38 | 14 | 244 |
| 16 | I frequently read my Marshall University email so that I stay on top of important communications from the Office of Student Financial Assistance.  | 147 | 85  | 12 | 2  | 246 |
| 17 | I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.  | 110 | 98  | 30 | 8  | 246 |

| # | 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    | 3.03 | 0.87          | 0.76     | 237   |
| 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    | 2.81 | 0.94          | 0.88     | 188   |
| 3 | The primary reason I chose to attend Marshall University was based upon the financial aid available to me.                   | 1.00    | 4.00    | 2.84 | 0.96          | 0.91     | 236   |
| 4 | I could not have attended Marshall University without the financial aid I am receiving.                                      | 1.00    | 4.00    | 3.41 | 0.81          | 0.66     | 247   |
| 5 | The Marshall University Financial Aid Website contains helpful information about the available financial aid programs.       | 1.00    | 4.00    | 3.06 | 0.74          | 0.55     | 222   |
| 6 | The Marshall University Financial Aid Website contains helpful information about application procedures.                     | 1.00    | 4.00    | 3.10 | 0.74          | 0.54     | 220   |
| 7 | The Marshall University Financial Aid Website contains helpful information about financial aid policies and procedures.      | 1.00    | 4.00    | 3.12 | 0.72          | 0.52     | 223   |
| 8 | My Free Application for Federal Student Aid (FAFSA) was processed efficiently.   | 1.00    | 4.00    | 3.41 | 0.66          | 0.43     | 240   |

|    |  |      |      |      |      |      |     |
|----|--|------|------|------|------|------|-----|
| 9  | The crediting of my financial aid to the Bursar (Student Account) was handled efficiently.   | 1.00 | 4.00 | 3.21 | 0.78 | 0.61 | 235 |
| 10 | Student Financial Assistance staff have been courteous and polite when speaking with me.   | 1.00 | 4.00 | 3.34 | 0.82 | 0.67 | 240 |
| 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.  | 1.00 | 4.00 | 3.28 | 0.82 | 0.67 | 237 |
| 12 | Student Financial Assistance staff are knowledgeable about financial aid policies and procedures.  | 1.00 | 4.00 | 3.25 | 0.84 | 0.70 | 237 |
| 13 | I consider myself knowledgeable about the procedures for applying, receiving, and maintaining eligibility for student financial aid.   | 1.00 | 4.00 | 3.08 | 0.77 | 0.60 | 244 |
| 14 | I consider myself knowledgeable about student borrowing, loan repayment, and loan forgiveness programs.  | 1.00 | 4.00 | 2.87 | 0.90 | 0.81 | 231 |
| 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 | 3.04 | 0.83 | 0.69 | 244 |
| 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 | 3.53 | 0.63 | 0.40 | 246 |
| 17 | I frequently log onto myMU to access my financial aid records to ensure my financial aid is in order.  | 1.00 | 4.00 | 3.26 | 0.79 | 0.63 | 246 |

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

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.**

All responses were sent to the Financial Aid Office.

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

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?**

All responses were sent to the Financial Aid Office.