We'd like to know how satisfied you are with our financial aid services. Please read the questions below, select the responses that best describe your experience, and return the completed form to us. **NOTE:** Several of the questions ask that you assign a grade to a particular service. Please use the following grading system to respond to these questions.

A = Excellent    B = Above Average    C = Average    D = Poor    F = Failure    N = Not Applicable

**PRINTED INFORMATION ABOUT FINANCIAL AID:**
1. Did you receive any printed information about financial aid programs, policies, and application procedures? (Bubble only one)
   - [ ] Yes
   - [ ] No
   - [ ] Not Sure

2. Please assign a grade to the usefulness of this information to you and/or your family. (Bubble only one)
   - [ ] A
   - [ ] B
   - [ ] C
   - [ ] D
   - [ ] F
   - [ ] N

**TELEPHONE SERVICES:**
3. During the past year, how many times have you or a family member telephoned the Financial Aid Office? (Bubble only one)
   - [ ] One
   - [ ] Two
   - [ ] Three
   - [ ] Four or more
   - [ ] Not Applicable

4. Please indicate the reason(s) for your call(s). (Bubble all that apply)
   - [ ] Check on application procedures
   - [ ] Check on status of aid request
   - [ ] Seek information on status of Scholarship check
   - [ ] Seek information on status of your Stafford/PLUS loan check
   - [ ] Request forms
   - [ ] Discuss award package or denial
   - [ ] Other (Please specify) ___________________________________________________________________________
   - [ ] Not Applicable

5. Have you had any difficulty getting through to the right person when you called the financial aid office? (Bubble only one)
   - [ ] Yes
   - [ ] No
   - [ ] Not Applicable

6. Please indicate the reason(s) for this difficulty. (Bubble all that apply)
   - [ ] Persistent busy signals
   - [ ] Referred to the wrong person
   - [ ] Received recorded message and could not get through to staff member
   - [ ] On hold for too long
   - [ ] Phone was not answered
   - [ ] Not Applicable

7. Please assign a grade to the **courteousness** of the person(s) you spoke with on the telephone. (Bubble only one)
   - [ ] A
   - [ ] B
   - [ ] C
   - [ ] D
   - [ ] F
   - [ ] N

8. Please assign a grade to the **knowledge** of the person(s) you spoke with on the telephone. (Bubble only one)
   - [ ] A
   - [ ] B
   - [ ] C
   - [ ] D
   - [ ] F
   - [ ] N

9. Please assign a grade to the **helpfulness** of the person you spoke with on the telephone. (Bubble only one)
   - [ ] A
   - [ ] B
   - [ ] C
   - [ ] D
   - [ ] F
   - [ ] N

CONTINUED ON NEXT PAGE...
WALK-IN SERVICES:

10. During the past year, how many times have you visited the financial aid office on a walk-in basis without a scheduled appointment? (Bubble only one)

- One
- Two
- Three
- Four or more
- Not Applicable

11. On average, how many minutes have you have to wait before you were helped? (Bubble only one)

- Less than 5 min.
- 5-15 minutes
- More than 15 min.
- Not Applicable

12. Please indicate all reasons for your visit(s). (Bubble all that apply)

- Check on application procedures
- Check on status of aid request
- Seek information on student employment
- Request forms
- Discuss award package or denial
- Sign necessary forms
- Not Applicable

13. Please assign a grade to the courteousness of the person(s) with whom you spoke. (Bubble only one)

- A
- B
- C
- D
- F
- N

14. Please assign a grade to the knowledge of the person(s) with whom you spoke. (Bubble only one)

- A
- B
- C
- D
- F
- N

15. Please assign a grade to the helpfulness of the person you spoke with during this visit. (Bubble only one)

- A
- B
- C
- D
- F
- N

OVERALL EVALUATION OF FINANCIAL AID SERVICES:

16. Please assign a grade to the financial aid process as you have experienced it. (Bubble only one)

- A
- B
- C
- D
- F
- N

17. Please assign a grade to our financial aid policies as you understand them. (Bubble only one)

- A
- B
- C
- D
- F
- N

18. Please assign a grade to the financial aid personnel you have spoken to or met with. (Bubble only one)

- A
- B
- C
- D
- F
- N

19. Please assign an overall, final grade to our financial aid services. (Bubble only one)

- A
- B
- C
- D
- F
- N

20. How would you rate the overall services of the financial aid office in comparison to other campus administrative offices you have worked with (Admissions, Registration, Cashiering or Student Accounts, Academic or Personal Counseling, Placement, etc.)? (Bubble only one)

- Much better than most
- Somewhat better than most
- About the same as most
- Somewhat worse than most
- Not Applicable

21. Why did you choose your response to question 20?

___________________________________________________________________________________________________

22. List any suggestions or comments.

___________________________________________________________________________________________________

RETURN within 10 days from the date that you received this survey to:
Honolulu Community College, Financial Aid Office, 874 Dillingham Blvd, Honolulu, HI 96817