Aloha. Meeting your needs with aloha-based service is important to us. Please complete this survey and return it to the WCC Financial Aid Office. NOTE: Several of the questions ask that you assign a grade to a particular service. Please use the standard grading system (stated below) to respond to these questions.

A = Excellent    B = Above Average    C = Average    D = Poor    F = Failure

I. INFORMATION ABOUT FINANCIAL AID:

1. Were you provided any information about financial aid programs, policies, and application procedures, whether in printed format or available through the web?
   [ ] Yes (continue to question 2)
   [ ] No (skip to question 3)
   [ ] Not sure (skip to question 3)

2. Please assign a grade to the usefulness of this information to you and/or your family. (Circle one)

   A   B   C   D   F

II. TELEPHONE SERVICES:

3. During the past year, how many times have you or a family member telephoned the Financial Aid Office?
   [ ] None (skip to question 10)
   [ ] One (continue to question 4)
   [ ] Two (continue to question 4)
   [ ] Three (continue to question 4)
   [ ] Four or more (continue to question 4)

4. Please indicate the reason(s) for your call(s). (Mark all that apply)

   [ ] Check on application procedures
   [ ] Check on the status of my application
   [ ] Seek information on student employment
   [ ] Seek information on Stafford/PLUS loan check(s)
   [ ] Request forms
   [ ] Discuss award package or denial
   [ ] Other (please specify) __________________________________________________________

5. Have you had any difficulty getting through to the right person when you called the financial aid office?
   [ ] Yes (continue to question 6)
   [ ] No (skip to question 7)

6. Please indicate the reason(s) for this difficulty. (Mark all that apply)

   [ ] Persistent busy signals
   [ ] Referred to the wrong person
   [ ] Received recorded message and could not get through to a staff member
   [ ] On hold for too long
   [ ] Phone was not answered

7. Please assign a grade to the courteousness of the person(s) you spoke with on the telephone. (Circle one)

   A   B   C   D   F

8. Please assign a grade to the knowledge and helpfulness of the person(s) you spoke with on the telephone. (Circle one)

   A   B   C   D   F
III. WALK-IN SERVICES:

9. During the past year, how many times have you visited the financial aid office on a walk-in basis without a scheduled appointment?

[ ] None (skip to question 16)  [ ] Three (continue to question 11)
[ ] One (continue to question 11)  [ ] Four or more (continue to question 11)
[ ] Two (continue to question 11)

10. On average, how many minutes have you had to wait before you were helped?

[ ] None  [ ] 5 – 15 minutes
[ ] Less than 5 minutes  [ ] More than 15 minutes

11. (a) Please grade us on the location and visibility of our office (I was able to easily find the Financial Aid Office. The office is visible and I was aware of the services that Financial Aid provides on campus).

A B C D F

(b) Please grade us on the space available in the Financial Aid Office (I was comfortable being helped at the front reception counter. There was enough room for myself as well as others as we waited for assistance).

A B C D F

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

[ ] Check on application procedures  [ ] Request forms
[ ] Check on status of application  [ ] Discuss award package
[ ] Seek information on student employment  [ ] Sign necessary forms

13. Please assign a grade to the courteousness of the person(s) you spoke to. (Circle one)

A B C D F

14. Please assign a grade to the knowledge and helpfulness of the person(s) you spoke to. (Circle one)

A B C D F

IV. OVERALL EVALUATION OF FINANCIAL AID SERVICES:

15. Please assign a grade to the financial aid process as you have experienced it. (Circle one)

A B C D F

16. Please assign a grade to our financial aid policies as you understand them. (Circle one)

A B C D F

17. Please assign a grade to the financial aid personnel you have spoken to or met with. (Circle one)

A B C D F

18. Please assign an overall, final grade to our financial aid services. (Circle one)

A B C D F

19. 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, Academic or Personal Counseling, Placement, etc.)?

[ ] Much better than most  [ ] Somewhat better than most
[ ] About the same as most  [ ] Somewhat worse than most

20. List any suggestions or comments:

_________________________________________________________________________________________________

Please return survey to: Windward Community College, Financial Aid Office, 45-720 Keahala Rd., Kaneohe, HI 96744