

61 [responses](#)

Summary [See complete responses](#)

SURVEY ID: Official use only

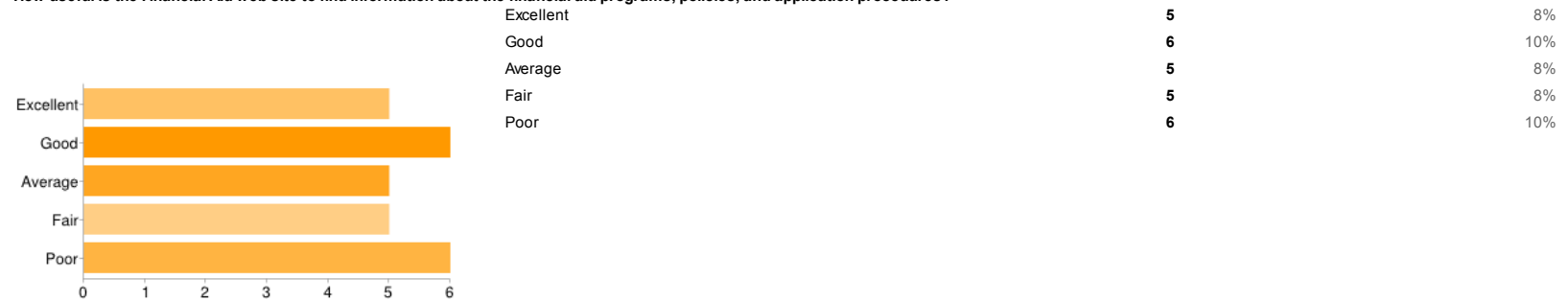
1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 OFFICIAL_USE_ONLY_37322e3235332e342e313030 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112 1112

WEB SERVICES:

During the past year, how many times have you or a family member visited the financial aid web site?



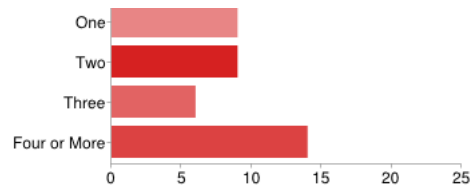
How useful is the Financial Aid web site to find information about the financial aid programs, policies, and application procedures?



TELEPHONE SERVICES:

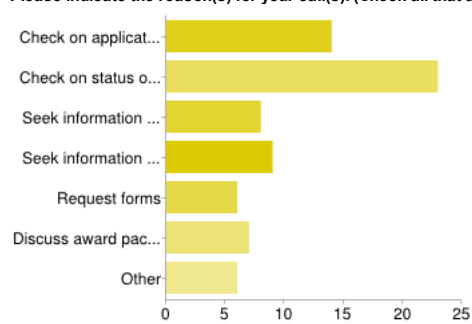
During the past year, how many times have you or a family member telephoned the Financial Aid Office?





| | | |
|--------------|----|-----|
| Two | 9 | 15% |
| Three | 6 | 10% |
| Four or More | 14 | 23% |

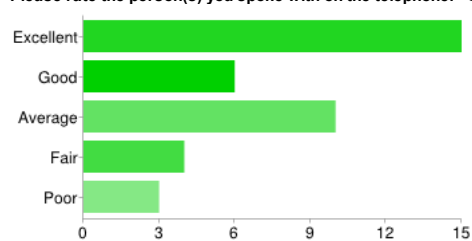
Please indicate the reason(s) for your call(s). (Check all that apply)



| | | |
|--|----|-----|
| Check on application procedures | 14 | 37% |
| Check on status of aid request | 23 | 61% |
| Seek information on student employment | 8 | 21% |
| Seek information on student loan(s) | 9 | 24% |
| Request forms | 6 | 16% |
| Discuss award package or denial | 7 | 18% |
| Other | 6 | 16% |

People may select more than one checkbox, so percentages may add up to more than 100%.

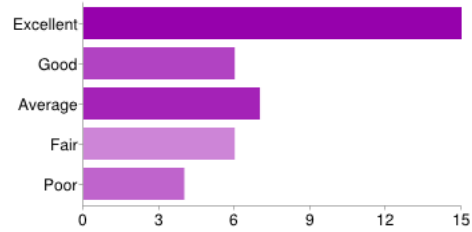
Please rate the person(s) you spoke with on the telephone. - Courtesy of the person(s)



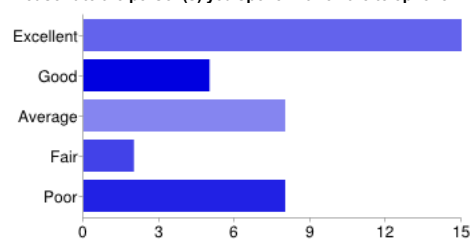
| | | |
|-----------|----|-----|
| Excellent | 15 | 25% |
| Good | 6 | 10% |
| Average | 10 | 16% |
| Fair | 4 | 7% |
| Poor | 3 | 5% |

Please rate the person(s) you spoke with on the telephone. - Knowledge of the person(s)

| | | |
|-----------|----|-----|
| Excellent | 15 | 25% |
| Good | 6 | 10% |
| Average | 7 | 11% |
| Fair | 6 | 10% |
| Poor | 4 | 7% |

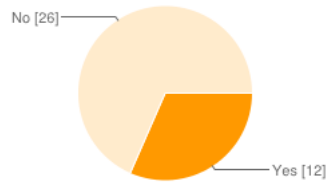


Please rate the person(s) you spoke with on the telephone. - Helpfulness of the person(s)



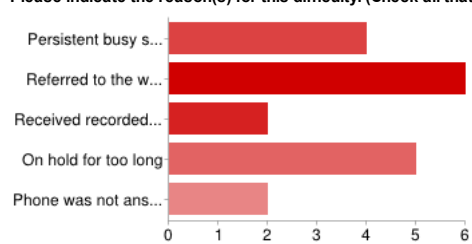
| Rating | Count | Percentage |
|-----------|-------|------------|
| Excellent | 15 | 25% |
| Good | 5 | 8% |
| Average | 8 | 13% |
| Fair | 2 | 3% |
| Poor | 8 | 13% |

Have you had any difficulty getting through to the right person when you called the Financial Aid Office?



| Response | Count | Percentage |
|----------|-------|------------|
| Yes | 12 | 20% |
| No | 26 | 43% |

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

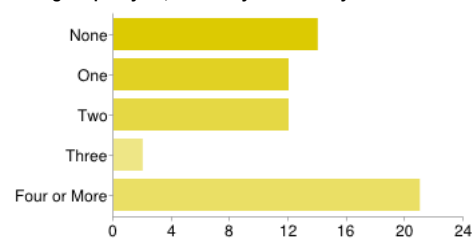


| Reason | Count | Percentage |
|---|-------|------------|
| Persistent busy signals | 4 | 33% |
| Referred to the wrong person | 6 | 50% |
| Received recorded message and could not get through to a staff member | 2 | 17% |
| On hold for too long | 5 | 42% |
| Phone was not answered | 2 | 17% |

People may select more than one checkbox, so percentages may add up to more than 100%.

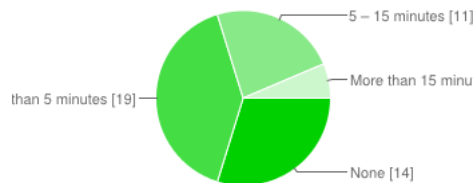
WALK-IN SERVICES:

During the past year, how many times have you visited the Financial Aid Office on a walk-in basis without a scheduled appointment?



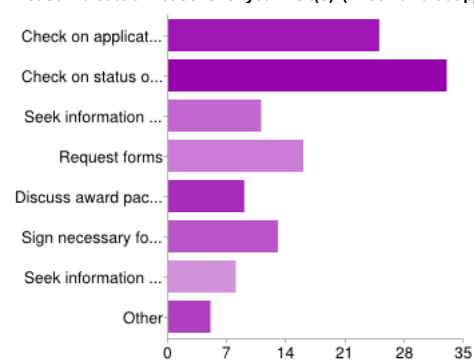
| | | |
|--------------|-----------|-----|
| None | 14 | 23% |
| One | 12 | 20% |
| Two | 12 | 20% |
| Three | 2 | 3% |
| Four or More | 21 | 34% |

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



| | | |
|----------------------|-----------|-----|
| None | 14 | 23% |
| Less than 5 minutes | 19 | 31% |
| 5 - 15 minutes | 11 | 18% |
| More than 15 minutes | 3 | 5% |

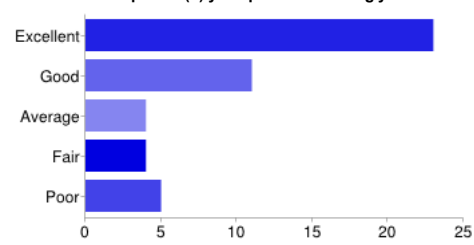
Please indicate all reasons for your visit(s). (Check all that apply)



| | | |
|--|-----------|-----|
| Check on application procedures | 25 | 53% |
| Check on status of aid request | 33 | 70% |
| Seek information on student employment | 11 | 23% |
| Request forms | 16 | 34% |
| Discuss award package or denial | 9 | 19% |
| Sign necessary form(s) | 13 | 28% |
| Seek information on student loan(s) | 8 | 17% |
| Other | 5 | 11% |

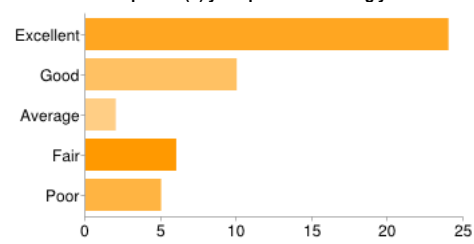
People may select more than one checkbox, so percentages may add up to more than 100%.

Please rate the person(s) you spoke with during your walk-in. - Courtesy of the person(s)



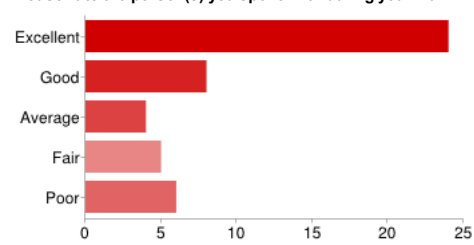
| | | |
|-----------|----|-----|
| Excellent | 23 | 38% |
| Good | 11 | 18% |
| Average | 4 | 7% |
| Fair | 4 | 7% |
| Poor | 5 | 8% |

Please rate the person(s) you spoke with during your walk-in. - Knowledge of the person(s)



| | | |
|-----------|----|-----|
| Excellent | 24 | 39% |
| Good | 10 | 16% |
| Average | 2 | 3% |
| Fair | 6 | 10% |
| Poor | 5 | 8% |

Please rate the person(s) you spoke with during your walk-in. - Helpfulness of the person(s)

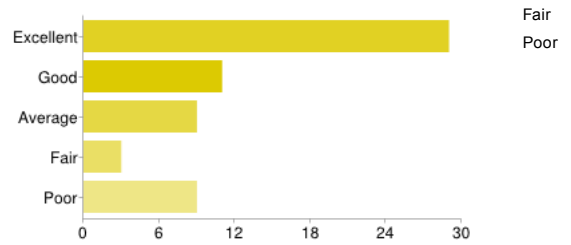


| | | |
|-----------|----|-----|
| Excellent | 24 | 39% |
| Good | 8 | 13% |
| Average | 4 | 7% |
| Fair | 5 | 8% |
| Poor | 6 | 10% |

OVERALL EVALUATION OF FINANCIAL AID SERVICES:

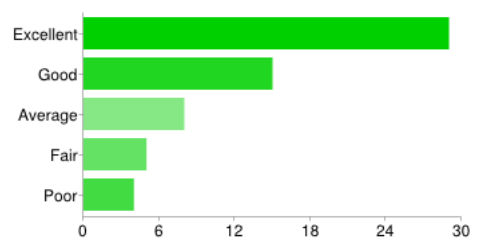
Overall evaluation of Financial Aid services - Your experience with the financial aid process

| | | |
|-----------|----|-----|
| Excellent | 29 | 48% |
| Good | 11 | 18% |
| Average | 9 | 15% |



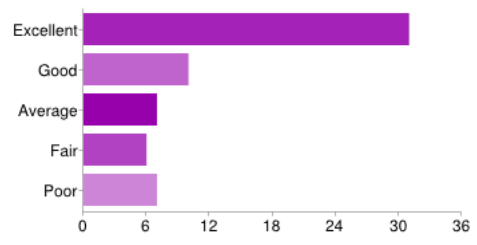
| | | |
|------|---|-----|
| Fair | 3 | 5% |
| Poor | 9 | 15% |

Overall evaluation of Financial Aid services - Your understanding of the financial aid policies



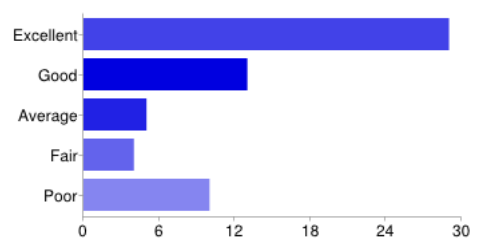
| | | |
|-----------|----|-----|
| Excellent | 29 | 48% |
| Good | 15 | 25% |
| Average | 8 | 13% |
| Fair | 5 | 8% |
| Poor | 4 | 7% |

Overall evaluation of Financial Aid services - Your experience with the financial aid personnel you have spoken to or met with



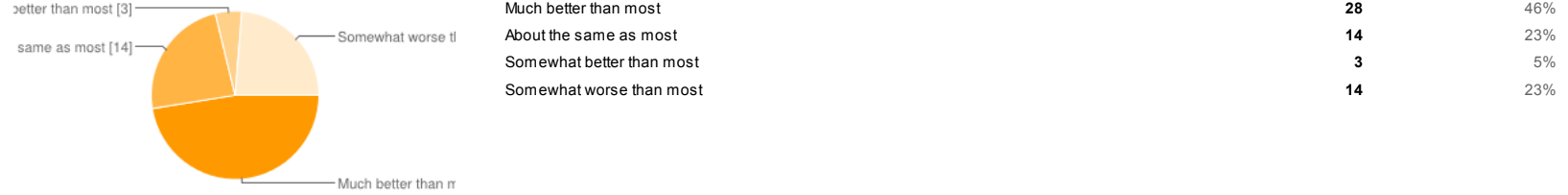
| | | |
|-----------|----|-----|
| Excellent | 31 | 51% |
| Good | 10 | 16% |
| Average | 7 | 11% |
| Fair | 6 | 10% |
| Poor | 7 | 11% |

Overall evaluation of Financial Aid services - Your overall assessment of the financial aid services



| | | |
|-----------|----|-----|
| Excellent | 29 | 48% |
| Good | 13 | 21% |
| Average | 5 | 8% |
| Fair | 4 | 7% |
| Poor | 10 | 16% |

How would you rate the overall services of the Financial Aid Office in comparison to other campus administrative offices you have worked with (Admissions, Records, Business, Academic Counseling, Career, etc.)?



List any suggestions or comments:

Their all cool Thank you Doing a great job! I disliked how the financial aid took money out from my kamehameha scholarship just because they said that a class was not required for my major, in which it was supposed to be substituted for. I did a sub waive with a counselor and did not get my money refunded to me or had any information notifying if the sub waiver had gone through yet. I dont think that fiancial aid should just take out money when a student is recieving any kind of funding. I really enjoyed my experience at the hawaii community college financial aid...mahalo Doing a great job! Keep ...

Number of daily responses

