

Please indicate the initial of your last name:

A-F \_\_\_ G-K \_\_\_ L-Q \_\_\_ R-Z \_\_\_

Campus you are attending:

Lev \_\_\_ Reese \_\_\_ ATC \_\_\_ Plainview \_\_\_

### South Plains College Financial Aid Satisfaction Survey

Please take a few minutes to answer the following questions. Your answers will be used to help us serve you better. Return form to the Financial Aid Office. Thank you.

1. Were you greeted immediately when you walked into the Financial Aid Office?  
 Yes                     No
2. If you were not greeted immediately, was the counter person....  
 waiting on another student?  
 speaking on the telephone with a student?  
 away from the counter?
3. Was the counter person able to answer your questions?  
 Yes                     No
4. If you had to wait to see your Financial Aid Advisor, how long did you wait?  
 1-5 minutes             10-15 minutes  
 5-10 minutes         longer than 15 minutes
5. Did your Financial Aid Advisor answer your questions concerning your financial aid file?  
 Yes                     No
6. Did you feel your Financial Aid Advisor protected your privacy during your conversation?  
 Yes                     No
7. Was the Financial Aid Personnel that helped you friendly and professional?  
 Yes                     No
8. Do you feel you were treated with dignity and respect?  
 Yes                     No
9. In telephone conversations, were your questions answered to your satisfaction?  
 Yes                     No
10. When you left a message, were your telephone calls returned in a timely manner?  
 Yes                     No
11. If you answered no to the previous question, did you have to call more than once?  
 Yes                     No
12. Do you have an answering machine set up to take messages when you are not there?  
 Yes                     No
13. How would you prefer to be contacted in regards to your financial aid?  
 Email                     Phone                     Other: \_\_\_\_\_

14. Please write any comments you may have about your experience in the Financial Aid Office.

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