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**RICHLAND COLLEGE  
FINANCIAL AID OFFICE  
FINANCIAL AID SERVICES SURVEY**

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**INSTRUCTIONS:** This survey has been designed by the Richland College Financial Aid Office to assess your satisfaction with our financial aid services and to help us improve our services and programs. Please read the questions below, select the responses that best describe your experience, and *return the completed form to the Richland College Financial Aid Office at 12800 Abrams Road, Dallas, TX 75243.*

**NOTE:** Several of the questions ask that you assign a grade to a particular service. Please use a standard grading system to respond to these questions, where:

“A” is excellent, “B” is above average, “C” is average, “D” is poor, and “F” is failure.

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**YOUR AID STATUS**

1. Please indicate below the type of financial assistance you are receiving. (mark all that apply)

- Grant
- Scholarship
- Loan
- Work Study
- Applied, but didn't receive aid
- Did not apply for aid

**PRINTED/CONSUMER INFORMATION**

2. Did you receive any printed information about financial aid programs, policies, and application procedures?

- Yes (continue to #3)
- No (Skip to #4)

3. Please assign a grade to the *usefulness* of this information to you and/or your family.

A B C D F

4. If you have utilized our website, please assign a grade to the *usefulness* of the information on the website.

A B C D F

**TELEPHONE SERVICES:**

\* Please respond to questions 5-10 if you have called our office. Otherwise, skip to question 11\*

5. Please indicate the reasons for your call(s). (mark all that apply)

- Check on application procedures
- Request forms
- Check on status of aid request
- Discuss award package or denial
- Seek information on work-study employment

6. Have you had any difficulty getting through to the right person when you called the financial aid office?

- Yes (continue to #7)
- No (skip to #8)

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

- Persistent busy signals
- On hold for too long
- Referred to the wrong person
- Received recorded message and could not get through to staff member

8. Please assign a grade to the *courteousness* of the person(s) you spoke with on the telephone.

A B C D F

9. Please assign a grade to the *expertise* of the person(s) you spoke with on the telephone.

A B C D F

10. Please assign a grade to the *helpfulness* of the person(s) you spoke with on the telephone.

A B C D F

**(OVER PLEASE)**

**WALK-IN/COUNSELOR SERVICES**

\*Please respond to questions 11-17 if you have visited our office on a walk-in basis. Otherwise, skip to question 18\*

11. On average, how many minutes have you had to wait before you were helped?
- \_\_\_ None  
\_\_\_ Less than 5 minutes  
\_\_\_ 5-15 minutes  
\_\_\_ More than 15 minutes
12. Please indicate all reasons for your visit(s). (mark all that apply)
- \_\_\_ Check on application process  
\_\_\_ Request forms  
\_\_\_ Check on status of aid request  
\_\_\_ Discuss award package or denial  
\_\_\_ Seek information on work-study employment  
\_\_\_ Pick-up loan release form
13. Please assign a grade to the *courteousness* of the person(s) with whom you spoke.
- A      B      C      D      F
14. Please assign a grade to the *expertise* of the person(s) with whom you spoke.
- A      B      C      D      F
15. Please assign a grade to the *helpfulness* of the service you received during this visit.
- A      B      C      D      F
16. If you visited with a financial aid counselor, please assign a grade to the *expertise* of the counselor with whom you spoke.
- A      B      C      D      F
17. If you visited with a financial aid counselor, please assign a grade to the *helpfulness* of the counselor with whom you spoke.
- A      B      C      D      F

**OVERALL EVALUATION OF FINANCIAL AID SERVICES**

18. Please assign a grade to the financial aid *process* as you have experienced it.
- A      B      C      D      F
19. Please assign a grade to our financial aid *policies* as you understand them.
- A      B      C      D      F
20. Please assign a grade to the financial aid *personnel* you have spoken to or met with.
- A      B      C      D      F
21. Please assign an overall, final grade to our financial aid services.
- A      B      C      D      F
22. How would you rate the overall services of the financial aid office in comparison to other campus administrative offices you have worked with (admissions, registrar, business office, advising, placement, etc.)?
- \_\_\_ Much better than most  
\_\_\_ Somewhat better than most  
\_\_\_ About the same as most  
\_\_\_ Somewhat worse than most
23. Please add any comments or suggestions you may have about the Financial Aid Office:
- \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU FOR PARTICIPATING IN THIS SURVEY!**

***Please return this survey to:  
Richland College  
Financial Aid Office  
12800 Abrams Road  
Dallas, TX 75243***