



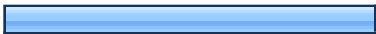











# 2008/2009 Cuesta College Financial Aid Student Satisfaction Survey









## 1. Have you received financial aid during the 2008/2009 school year?

|     |  | Response Percent  | Response Count |
|-----|--|-------------------|----------------|
| Yes |  | 72.9%             | 231            |
| No  |   | 27.1%             | 86             |
|     |  | answered question | 317            |
|     |  | skipped question  | 3              |




**2. If you answered yes to the above question, please indicate what type or types of financial aid you received. (Check all that apply.)**

|   |   | Response<br>Percent      | Response<br>Count |
|---|---|--------------------------|-------------------|
| Pell Grant                                  |    | 55.8%                    | 130               |
| SEOG Grant                                  |    | 12.4%                    | 29                |
| Federal Work Study                          |    | 9.0%                     | 21                |
| Stafford Student Loans                      |    | 19.3%                    | 45                |
| ACG (Academic Competitiveness Grant)        |    | 2.1%                     | 5                 |
| <b>BOGW (Board of Governors Fee Waiver)</b> |   | <b>79.4%</b>             | <b>185</b>        |
| Chafee Grant                                |   | 0.0%                     | 0                 |
| Cal Grant                                   |    | 18.5%                    | 43                |
| EOPS/Care Grant                             |  | 10.3%                    | 24                |
| Cuesta College Scholarship                  |  | 12.4%                    | 29                |
| Other Scholarship                           |  | 9.4%                     | 22                |
| Outside Loan                                |  | 4.3%                     | 10                |
| Other, please specify                       |  | 3.0%                     | 7                 |
|   |   | <b>answered question</b> | <b>233</b>        |
|   |   | <b>skipped question</b>  | <b>87</b>         |

**3. Have you had any contact (through email, on the phone, or in person) with the Cuesta College Financial Aid office during the 08/09 school year? If so, please indicate the number of contacts below.**

|                       |   | Response Percent         | Response Count |
|-----------------------|---|--------------------------|----------------|
| 1 - 2                 |  | 46.4%                    | 130            |
| 3 - 4                 |  | 20.4%                    | 57             |
| 5 - 6                 |  | 11.8%                    | 33             |
| 7 - 8                 |  | 3.6%                     | 10             |
| 9 or more contacts    |  | 7.5%                     | 21             |
| Other, Please Specify |  | 10.7%                    | 30             |
|                       |   | <b>answered question</b> | <b>280</b>     |
|                       |   | <b>skipped question</b>  | <b>40</b>      |

**4. Please indicate which campus the majority of your Financial Aid contacts have been with.**

|                                     |  | Response Percent         | Response Count |
|-------------------------------------|--|--------------------------|----------------|
| San Luis Obispo                     |  | 74.9%                    | 212            |
| North County (Paso Robles)          |   | 22.3%                    | 63             |
| South County (Nipomo/Arroyo Grande) |  | 0.0%                     | 0              |
| Other, please specify               |   | 2.8%                     | 8              |
|                                     |  | <b>answered question</b> | <b>283</b>     |
|                                     |  | <b>skipped question</b>  | <b>37</b>      |

**5. The following questions are intended to measure satisfaction. Using the scale below, please indicate how satisfied you are with...**

|   | <b>Very Unsatisfied</b> | <b>Unsatisfied</b> | <b>Somewhat Unsatisfied</b> | <b>Neutral</b> | <b>Somewhat Satisfied</b> | <b>Satisfied</b>  | <b>Very Satisfied</b> |
|---|-------------------------|--------------------|-----------------------------|----------------|---------------------------|-------------------|-----------------------|
| The sensitivity of Financial Aid Staff towards me and my situation.                                   | 7.3% (21)               | 4.2% (12)          | 11.5% (33)                  | 17.4% (50)     | 13.2% (38)                | <b>25.7% (74)</b> | 20.8% (60)            |
| Additional Comment  |                         |                    |                             |                |                           |                   |                       |
| The ability of Financial Aid Staff to address my situation.   | 6.3% (18)               | 7.3% (21)          | 10.5% (30)                  | 19.6% (56)     | 10.1% (29)                | <b>26.6% (76)</b> | 19.6% (56)            |
| Additional Comment  |                         |                    |                             |                |                           |                   |                       |
| The ability of Financial Aid Staff to clearly explain the Financial Aid Process.                      | 6.3% (18)               | 6.3% (18)          | 9.5% (27)                   | 20.0% (57)     | 15.1% (43)                | <b>26.0% (74)</b> | 16.8% (48)            |
| Additional Comment  |                         |                    |                             |                |                           |                   |                       |
| How satisfied are you with your own understanding of the Financial Aid Process?                       | 3.5% (10)               | 5.9% (17)          | 11.8% (34)                  | 15.6% (45)     | <b>24.6% (71)</b>         | 21.1% (61)        | 17.6% (51)            |
| Additional Comment  |                         |                    |                             |                |                           |                   |                       |
| How satisfied are you with understanding your role and responsibilities in the Financial Aid Process? | 4.1% (12)               | 3.1% (9)           | 6.2% (18)                   | 18.6% (54)     | 17.2% (50)                | <b>30.0% (87)</b> | 20.7% (60)            |
| Additional Comment  |                         |                    |                             |                |                           |                   |                       |

Additional







answers

skip




**6. The following questions are meant to measure importance. Using the scale below, please circle the response corresponding to how important is...**

|  | <b>Very Unimportant</b> | <b>Unimportant</b> | <b>Somewhat Unimportant</b> | <b>Neutral</b> | <b>Somewhat Important</b> | <b>Important</b> | <b>Very Important</b> |
|--|-------------------------|--------------------|-----------------------------|----------------|---------------------------|------------------|-----------------------|
| The sensitivity of Financial Aid Staff towards me and my situation.                                  | 4.6% (13)               | 1.4% (4)           | 4.2% (12)                   | 12.0% (34)     | 13.1% (37)                | 31.8% (90)       |                       |
| Additional Comment   |                         |                    |                             |                |                           |                  |                       |
| The ability of Financial Aid Staff to address my situation.  | 3.5% (10)               | 2.8% (8)           | 2.5% (7)                    | 10.6% (30)     | 6.7% (19)                 | 25.4% (72)       |                       |
| Additional Comment   |                         |                    |                             |                |                           |                  |                       |
| The ability of Financial Aid Staff to clearly explain the Financial Aid Process.                     | 3.2% (9)                | 1.8% (5)           | 4.6% (13)                   | 10.3% (29)     | 6.0% (17)                 | 21.6% (61)       |                       |
| Additional Comment   |                         |                    |                             |                |                           |                  |                       |
| How important is it that you understand the Financial Aid Process?                                   | 3.9% (11)               | 0.7% (2)           | 2.5% (7)                    | 6.3% (18)      | 8.4% (24)                 | 22.5% (64)       |                       |
| Additional Comment   |                         |                    |                             |                |                           |                  |                       |
| How important is it that you understand your role and responsibilities in the Financial Aid Process? | 3.5% (10)               | 0.7% (2)           | 2.1% (6)                    | 5.6% (16)      | 6.3% (18)                 | 25.2% (72)       |                       |
| Additional Comment   |                         |                    |                             |                |                           |                  |                       |




**7. What additional Financial Aid services would you like to see offered? (check all that apply.)**

|   |   | Response Percent         | Response Count |
|---|---|--------------------------|----------------|
| Financial Aid Orientation (How the process works) |  | 40.6%                    | 114            |
| <b>Scholarship workshops</b>                      |  | <b>51.2%</b>             | <b>144</b>     |
| Budgeting workshops                               |  | 25.3%                    | 71             |
| More accessibility to FA Counselors               |  | 47.0%                    | 132            |
| FA transfer counseling                            |  | 40.6%                    | 114            |
| Other, please specify                             |  | 6.0%                     | 17             |
|   |   | <b>answered question</b> | <b>281</b>     |
|   |   | <b>skipped question</b>  | <b>39</b>      |

**8. Did you use the Financial Aid portion of the myCuesta / My Web Services to check your Financial Aid status, view your awards or email Financial Aid staff?**

|        |  | Response Percent         | Response Count |
|--------|--|--------------------------|----------------|
| Yes    |  | 71.8%                    | 221            |
| No     |   | 21.4%                    | 66             |
| Unsure |   | 6.8%                     | 21             |
|        |  | <b>answered question</b> | <b>308</b>     |
|        |  | <b>skipped question</b>  | <b>12</b>      |

**9. Include your contact information for a chance to win a \$25 Cuesta College Booksore gift certificate.**

|               |  | <b>Response<br/>Percent</b> | <b>Response<br/>Count</b> |
|---------------|--|-----------------------------|---------------------------|
| <b>Name:</b>  |  | <b>100.0%</b>               | <b>290</b>                |
| Phone Number: |  | 95.2%                       | 276                       |
| Email:        |  | 99.0%                       | 287                       |
|               |  | <b>answered question</b>    | <b>290</b>                |
|               |  | <b>skipped question</b>     | <b>30</b>                 |