

Quality Improvement

ACTION FOR EXCELLENCE

CSUSM Financial Aid

Trend Analysis Over Time				
Questions	San Marcos Mean			
	05/06	06/07	07/08	08/09
Courtesy of Financial Aid Staff	3.78	3.95	3.87	3.93
Timeliness of receiving my financial aid award notice	3.76	3.87	3.71	3.62
Timeliness of receiving my financial aid disbursement	3.83	3.74	3.78	3.58
Waiting time to be served in the Financial Aid Office	4.07	3.87	3.78	3.71
Accuracy of answers to my questions	3.56	3.74	3.78	3.83
Information on the Financial Aid Web site	3.35	3.64	3.59	3.39
Value of the Financial Aid Office publications	3.66	3.74	3.65	3.61
Service hours of Financial Aid Office	3.80	3.77	3.76	3.88
Loan Processing	NA	NA	3.70	3.68
Scholarship Processing	NA	NA	3.49	3.62
Grant Processing	NA	NA	3.67	3.79
Counter Service	NA	NA	3.99	3.90
Walk in Counseling	NA	NA	3.91	3.68
Telephone Services	NA	NA	3.54	3.20
Email Service	NA	NA	3.68	3.57
Overall Services of Financial Aid Office	3.77	3.90	3.80	3.94

Color Key	
	4.0 and above
	3.5 - 3.99
	3.4 lower