

CUSTOMER SATISFACTION SURVEY

OFFICE OF FINANCIAL AID & SCHOLARSHIPS

2018/19

Provides assistance with all federal, state, and university financial aid and scholarships.



4.11

OVERALL SATISFACTION WITH
OFFICE OF FINANCIAL AID &
SCHOLARSHIPS



602

RESPONDENTS

STRENGTHS & OPPORTUNITIES

STRENGTHS

Knowledgeable Staff
Moving in a Positive Direction
Helpful Staff

OPPORTUNITIES FOR IMPROVEMENT

Understands My Needs and Requirements
Facilitates Problem Resolution
Provides Effective Advice, Guidance

SURVEY ITEMS

4.10

QUALITY OF RESPONSES

4.04

ACCESSIBLE TO
CUSTOMERS

4.01

RESPONSIVE TO
REQUESTS

4.06

PROVIDES EFFECTIVE
ADVICE & GUIDANCE

4.08

EFFECTIVELY USES
WEBSITE

Below 3.0: Low
3.00-3.59: Marginal

3.60 - 4.29: Good
4.30 & above: Excellent



2019 CSU San Marcos CSS Office of Financial Aid & Scholarships

Provides assistance with all federal, state, and university financial aid and scholarships.

2019

602
respondents

2018

822 respondents

Strengths

- Quality of Response from Staff
- Provides Effective Advice, Guidance
- Effectively Uses Websites, Online Documentation

Opportunities

- Responds to Requests Within an Acceptable Time
- Accessible to Customers

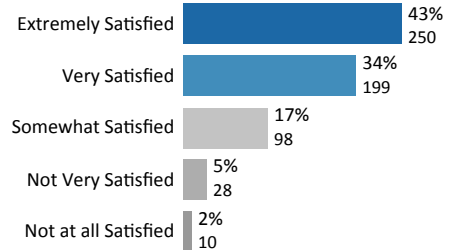
Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

4.11

mean

Standard Deviation
0.96



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

#	Question	Mean Score			2019 change from prior year
		2017	2018	2019	
1	Thinking of your OVERALL experience with the Office of Financial Aid and Scholarships, how would you rate your satisfaction with it during the past 12 months?	4.01	4.08	4.11	0.03
2	Quality of the responses from the Financial Aid staff	4.02	4.06	4.10	0.04
3	Accessible via phone, voicemail, e-mail	3.99	4.03	4.04	0.01
4	Responsive to requests or problems within an acceptable time	4.01	4.04	4.01	-0.03
5	Provides effective advice, support, and guidance	4.02	4.07	4.06	-0.01
6	Effectiveness of the Office of Financial Aid and Scholarships website to communicate important information	3.97	4.05	4.08	0.03

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

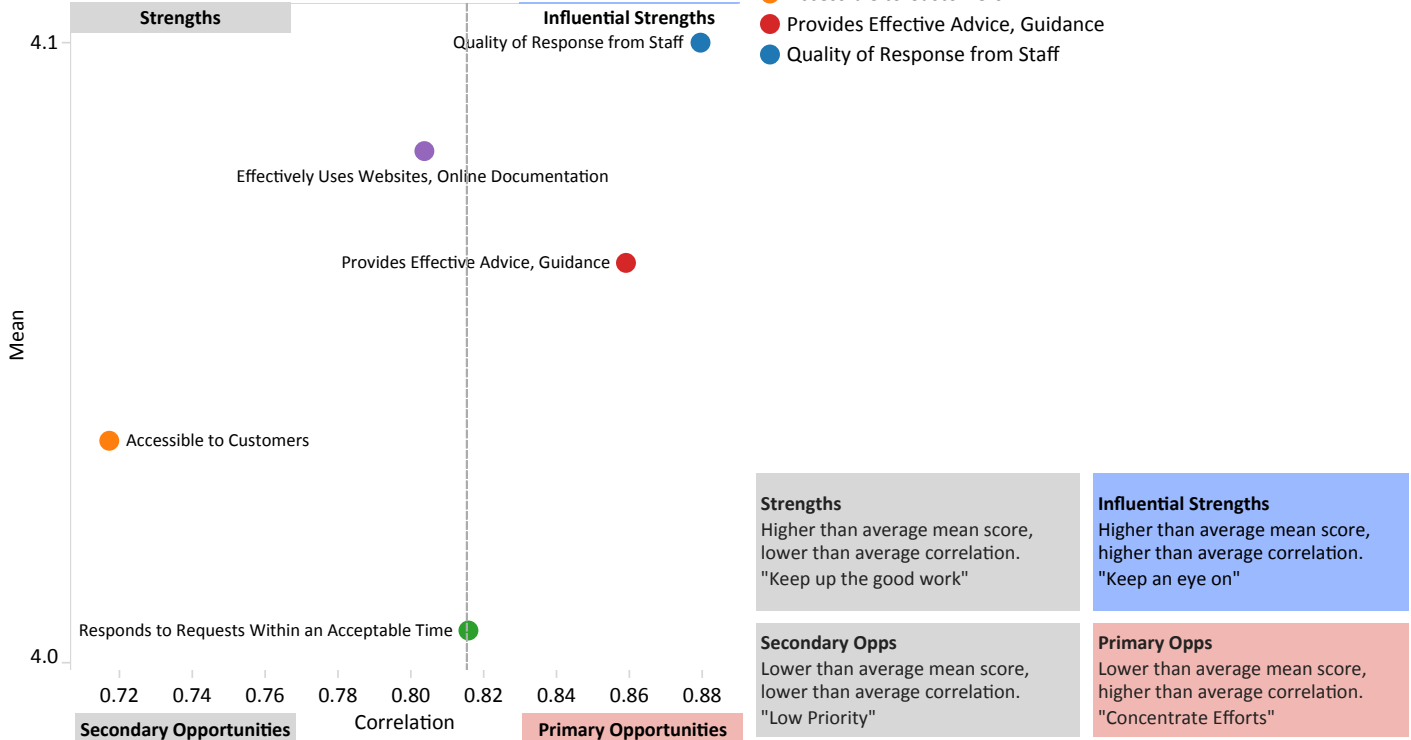
Survey Period: February 20 to March 8, 2019
 32 departments across campus participated
 16,786 - 902 staff, 900 faculty, and 14,984 students were invited to take the survey
 1,815 (11%) total responded. Staff - 357, Faculty - 119, Student - 1,339
 10 standard satisfaction questions + 1 NPS (optional) + up to 5 supplemental questions were asked in each survey department
 Verbatim comments: 2 standard (Like best, Improve) plus up to 2 burning questions for each department
 Contact us at vpfas@csusm.edu if you have any questions about this report or would like additional in-depth analysis of your survey data



2019 CSU San Marcos CSS Office of Financial Aid & Scholarships

Provides assistance with all federal, state, and university financial aid and scholarships.

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation
Correlation Coefficient Average = 0.82, Mean Average = 4.06



List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Quality of the responses from the Financial Aid staff	4.10	0.88	IS
3	Accessible via phone, voicemail, e-mail	4.04	0.72	SO
4	Responsive to requests or problems within an acceptable time	4.01	0.82	PO
5	Provides effective advice, support, and guidance	4.06	0.86	IS
6	Effectiveness of the Office of Financial Aid and Scholarships website to communicate important information	4.08	0.80	ST



Satisfaction Mean Scores by Division and Classification Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

		Overall Satisfaction	Quality of Response from Staff	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Effectively Uses Websites, Online Documentation
CEHHS	Student						
CHABSS	Student						
CoBA	Student						
CSM	Student		28				
Transitory	Student						
Undeclared	Student		0				
Undeclared EE	Student		0				

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.



Office of Financial Aid and Scholarships - Supplemental Questions

