

Financial Aid

**Student Survey
Spring 2002, Spring 2003**

Friendliness of Financial Aid						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	7	3.6%	6	4.4%	1	-0.8%
Fair	16	8.2%	8	5.9%	8	2.3%
Average	25	12.8%	38	27.9%	-13	-15.1%
Good	76	39.0%	35	25.7%	41	13.2%
Excellent	71	36.4%	49	36.0%	22	0.4%
Total	195	100.0%	136	100.0%	59	0.0%
Never Used	214	46.8%	187	51.8%	27	-5.0%
Missing	48	10.5%	38	10.5%	10	0.0%
Total	457	100.0%	361	100.0%	96	0.0%

Friendliness of Financial Aid					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
147	75.4%	84	61.8%	63	13.6%

Knowledge of Financial Aid Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	8	4.1%	7	5.3%	1	-1.2%
Fair	10	5.2%	8	6.1%	2	-0.9%
Average	34	17.5%	38	28.8%	-4	-11.3%
Good	76	39.2%	38	28.8%	38	10.4%
Excellent	66	34.0%	41	31.1%	25	3.0%
Total	194	100.0%	132	100.0%	62	0.0%
Never Used	211	46.2%	132	29.6%	79	16.6%
Missing	52	11.4%	182	40.8%	-130	-29.4%
Total	457	100.0%	446	100.0%	11	0.0%

Knowledge of Financial Aid Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
142	73.2%	79	59.8%	63	13.3%

Convenience of Hours Open						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	5	2.6%	4	3.0%	1	-0.3%
Fair	8	4.2%	6	4.4%	2	-0.3%
Average	29	15.2%	37	27.4%	-8	-12.2%
Good	88	46.1%	42	31.1%	46	15.0%
Excellent	61	31.9%	46	34.1%	15	-2.1%
Total	191	100.0%	135	100.0%	56	0.0%
Never Used	212	46.4%	182	50.4%	30	-4.0%
Missing	54	11.8%	44	12.2%	10	-0.4%
Total	457	100.0%	361	100.0%	96	0.0%

Convenience of Hours Open					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
149	78.0%	88	65.2%	61	12.8%

**Student Survey
Spring 2002, Spring 2003**

Timing of Financial Aid Awards						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	14	7.9%	9	7.6%	5	0.2%
Fair	12	6.7%	10	8.5%	2	-1.7%
Average	39	21.9%	30	25.4%	9	-3.5%
Good	73	41.0%	35	29.7%	38	11.4%
Excellent	40	22.5%	34	28.8%	6	-6.3%
Total	178	100.0%	118	100.0%	60	0.0%
Never Used	223	48.8%	196	54.3%	27	-5.5%
Missing	56	12.3%	47	13.0%	9	-0.8%
Total	457	100.0%	361	100.0%	96	0.0%

Timing of Financial Aid Awards					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
113	63.5%	69	58.5%	44	5.0%

Easy to Understand Financial Aid Forms						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	10	5.3%	11	8.3%	-1	-3.0%
Fair	16	8.5%	13	9.8%	3	-1.4%
Average	42	22.2%	35	26.5%	7	-4.3%
Good	76	40.2%	38	28.8%	38	11.4%
Excellent	45	23.8%	35	26.5%	10	-2.7%
Total	189	100.0%	132	100.0%	57	0.0%
Never Used	214	46.8%	185	51.2%	29	-4.4%
Missing	54	11.8%	44	12.2%	10	-0.4%
Total	457	100.0%	361	100.0%	96	0.0%

Easy to Understand Financial Aid Forms					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
121	64.0%	73	55.3%	48	8.7%

Accuracy of Financial Aid Information						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	11	5.9%	9	7.3%	2	-1.4%
Fair	12	6.5%	8	6.5%	4	0.0%
Average	36	19.5%	36	29.3%	0	-9.8%
Good	76	41.1%	30	24.4%	46	16.7%
Excellent	50	27.0%	40	32.5%	10	-5.5%
Total	185	100.0%	123	100.0%	62	0.0%
Never Used	216	47.3%	193	53.5%	23	-6.2%
Missing	56	12.3%	45	12.5%	11	-0.2%
Total	457	100.0%	361	100.0%	96	0.0%

Accuracy of Financial Aid Information					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
126	68.1%	70	56.9%	56	11.2%

**Student Survey
Spring 2002, Spring 2003**

Response Time of Financial Aid Concerns/Questions						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	11	6.1%	11	8.7%	0	-2.7%
Fair	17	9.4%	11	8.7%	6	0.7%
Average	33	18.2%	28	22.2%	5	-4.0%
Good	72	39.8%	39	31.0%	33	8.8%
Excellent	48	26.5%	37	29.4%	11	-2.8%
Total	181	100.0%	126	100.0%	55	0.0%
Never Used	217	47.5%	191	52.9%	26	-5.4%
Missing	59	12.9%	44	12.2%	15	0.7%
Total	457	100.0%	361	100.0%	96	0.0%

Response Time of Financial Aid Concerns/Questions					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
120	66.3%	76	60.3%	44	6.0%

Availability of Information Before Enrollment						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	11	6.1%	10	7.8%	1	-1.7%
Fair	13	7.2%	13	10.2%	0	-3.0%
Average	31	17.1%	30	23.4%	1	-6.3%
Good	80	44.2%	32	25.0%	48	19.2%
Excellent	46	25.4%	43	33.6%	3	-8.2%
Total	181	100.0%	128	100.0%	53	0.0%
Never Used	216	47.3%	190	52.6%	26	-5.4%
Missing	60	13.1%	43	11.9%	17	1.2%
Total	457	100.0%	361	100.0%	96	0.0%

Availability of Information Before Enrollment					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
126	69.6%	75	58.6%	51	11.0%

Availability of Work Study						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	8	5.4%	10	9.8%	-2	-4.4%
Fair	13	8.8%	11	10.8%	2	-2.0%
Average	31	20.9%	30	29.4%	1	-8.5%
Good	63	42.6%	26	25.5%	37	17.1%
Excellent	33	22.3%	25	24.5%	8	-2.2%
Total	148	100.0%	102	100.0%	46	0.0%
Never Used	62	11.9%	214	59.3%	-152	-47.3%
Missing	309	59.5%	45	12.5%	264	47.1%
Total	519	100.0%	361	100.0%	158	0.0%

Availability of Work Study					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
96	64.9%	51	50.0%	45	14.9%