

UNIVERSITY OF COLORADO AT BOULDER

Fall 2001 Financial Aid Survey

Dear Parent of CU-Boulder Freshman:

The CU-Boulder Office of Financial Aid is currently conducting a survey to find out what students and parents think of the customer service provided to financial aid recipients at CU-Boulder. Your freshman student was selected at random to participate in the survey. Because many parents are actively involved in assisting their students in completing the financial aid application process, we are asking parents of freshmen to complete a survey as well.

We would appreciate your help in completing the survey and being as accurate as possible with each question. Your answers will remain completely confidential and will not affect your student's financial aid in any way. The results will be used to help serve you better.

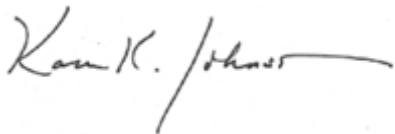
As an incentive to complete the survey, if you return a completed survey by December 14th, your student's name will be entered into a drawing for a **GRAND PRIZE \$500 scholarship**. Please take a moment and give us your feedback!

You will notice that there is a label on your survey that contains a randomly-generated 4-digit questionnaire ID number. We will use this number to track who has and has not responded so that we can send reminders to those who have not complete a survey. The number will not be used to individually identify your responses.

We have enclosed a copy of the survey for you to complete and mail back to us. However, if you would prefer to complete the survey on the web, there are instructions listed below for doing so.

Thank you in advance for your assistance!

Sincerely,



Karon K. Johnson
Director of Financial Aid

INSTRUCTIONS

Paper Survey

- Complete the enclosed survey; please try to answer every question.
- Do not remove the coded label. It has an ID number that lets us know who has and who hasn't responded, and for awarding the \$500 scholarship prize.
- Return by U.S. Mail. The return address and postage are on the back page of the questionnaire, so no envelope is needed. Please do not fold or staple the questionnaire.

Web Survey

- If you prefer to complete the survey on the web, go to:
<http://www.colorado.edu/pba/surveys/finaid/parents.htm>
- You will need the 4-digit ID number on the coded label to complete the survey on the web.

Questions or comments? Contact Cathy Kerry in Planning, Budget, and Analysis at Cathy.Kerry@Colorado.Edu or at (303) 492-3763.

THANK YOU

1. When did you and your student begin applying for financial aid for the 2001-02 academic year?

1. Spring 2001
2. Summer 2001

2. Who completed your student's FAFSA (*Free Application for Federal Student Aid*)?

1. Parent/guardian
2. Student
3. Both parent(s) and student
4. Other, explain _____

3. To what extent did you use the following for financial information? (N/A is Not Applicable) (*Circle one response for each line.*)

	Not at all	Somewhat	Quite a bit	Substantially	Not Applicable
a. CU-Boulder financial aid web page	1	2	3	4	N/A
b. Office of Financial Aid at CU-Boulder (in person, on the phone, written materials)	1	2	3	4	N/A
c. High school counselor	1	2	3	4	N/A
d. Written materials from the U.S. Department of Education	1	2	3	4	N/A
e. Your student	1	2	3	4	N/A
f. Other parents, friends, neighbors	1	2	3	4	N/A
g. Other internet websites(describe): _____	1	2	3	4	N/A
h. Other (describe): _____	1	2	3	4	N/A

4. How easy was it to find out about the following financial aid processes? (*Circle one response for each line.*)

	Very Difficult	Difficult	Neutral	Easy	Very Easy	Not Applicable
a. How to apply for scholarships	1	2	3	4	5	N/A
b. How to apply for loans	1	2	3	4	5	N/A
c. How to complete the financial aid process	1	2	3	4	5	N/A
d. The cost of attending CU-Boulder	1	2	3	4	5	N/A
e. How much money your student should borrow	1	2	3	4	5	N/A
f. How financial aid would be disbursed to your student	1	2	3	4	5	N/A
g. When financial aid would be disbursed to your student	1	2	3	4	5	N/A
h. If your student could expect a refund	1	2	3	4	5	N/A
i. How much refund your student could expect	1	2	3	4	5	N/A
j. The PLUS (parent) loan process	1	2	3	4	5	N/A

5. How easy was it to find information about the different types of financial aid? (Circle one response for each line.)

	Very Difficult	Difficult	Neutral	Easy	Very Easy	Not Applicable
a. The difference between subsidized and unsubsidized Stafford loans	1	2	3	4	5	N/A
b. Student employment opportunities	1	2	3	4	5	N/A
c. Scholarship opportunities	1	2	3	4	5	N/A
d. Availability of grants	1	2	3	4	5	N/A

6. How important was financial aid in determining your student's college choice? (Circle one)

1. Very important
2. Important
3. One of many factors
4. Not important
5. Not a consideration at all

7. Have you ever read any of the information publications that are available from the University of Colorado-Boulder Office of Financial Aid (e.g., Guide to CU-Boulder Scholarships 2000-01, Educational Loans Fact Sheet, Applying for Aid Fact Sheet, Direct PLUS Loan Basics)?

1. Yes
2. No

8. In general, regarding the publication(s) you've read: (Circle one response for each line.)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
a. I found them to be informative	1	2	3	4	5	N/A
b. The information was confusing	1	2	3	4	5	N/A
If you said 4 or 5 to 8b, what was confusing _____						
c. The material contained information I needed to understand the financial aid process	1	2	3	4	5	N/A
d. The information was sent in a timely manner when requested	1	2	3	4	5	N/A
e. I prefer to speak to someone in the financial aid office rather than read the publications	1	2	3	4	5	N/A

9. How have you gotten **MOST** of your financial aid questions answered? Circle only **ONE** response.

1. Telephone calls to the financial aid office
2. Advisors at the financial aid reception desk
3. Appointments with counselors
4. Financial aid publications
5. Your student
6. Other campus departments
7. Public information sessions
8. Other financial assistance agencies (government agencies, banks, etc.)
9. Other (describe): _____

10. How do you prefer to **contact** the financial aid office? Select **up to THREE** responses.

1. In person
2. Phone
3. Mail
4. Fax
5. Email
6. Internet (web page)
7. No preference

11. How do you prefer to **receive** information? Select **up to THREE** responses.

1. In person
2. Phone
3. Mail
4. Fax
5. Email
6. Internet (web page)
7. No preference

12. Have you discussed your student's particular financial situation with one of our financial aid counselors?

1. Yes (Go to Question 13)
2. No (Skip to Question 14)

13. If you have discussed your student's financial situation with a counselor, please rate your experiences with the counselor.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
a. The counselor was informative	1	2	3	4	5	N/A
b. The counselor was courteous	1	2	3	4	5	N/A
c. The counselor was sensitive	1	2	3	4	5	N/A
d. The counselor explained the information clearly	1	2	3	4	5	N/A
e. The counselor was efficient	1	2	3	4	5	N/A
f. I received correct information pertaining to my questions	1	2	3	4	5	N/A

14. If your student has applied for financial aid at a previous institution, please compare the financial aid service at CU-Boulder to your previous institution. CU-Boulder is:

1. Much better
2. Better
3. Same
4. A little worse
5. Much worse
6. Not applicable, student hasn't attended another institution

15. Name of previous institution _____

16. Please rate the overall service at the Office of Financial Aid.

1. Excellent
2. Good
3. Average
4. Poor
5. Very poor
6. Not applicable, haven't contacted the office

17. If you have visited the CU-Boulder Office of Financial Aid, please rate your overall experience(s) with the office.

1. Excellent
2. Good
3. Average
4. Poor
5. Very poor
6. Not applicable, haven't visited the office in person

18. If you have contacted the CU-Boulder Office of Financial Aid (visited or talked on the phone with financial aid staff), please rate your experiences(s).

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
In Person: Reception Desk Personnel:						
a. The person was informative	1	2	3	4	5	N/A
b. The person was courteous	1	2	3	4	5	N/A
c. The person was sensitive	1	2	3	4	5	N/A
d. The person explained the information clearly	1	2	3	4	5	N/A
e. The person was efficient	1	2	3	4	5	N/A
f. I received correct information pertaining to my questions	1	2	3	4	5	N/A
g. I usually wait in line for less than 5 minutes at the reception window	1	2	3	4	5	N/A
On the Phone:						
a. The person was informative	1	2	3	4	5	N/A
b. The person was courteous	1	2	3	4	5	N/A
c. The person was sensitive	1	2	3	4	5	N/A
d. The person explained the information clearly	1	2	3	4	5	N/A
e. The person was efficient	1	2	3	4	5	N/A
f. I received correct information pertaining to my questions	1	2	3	4	5	N/A
g. I usually wait under 1 minute for my call to be answered	1	2	3	4	5	N/A

19. How could we make the financial aid process easier and more convenient for you? Please comment below.

20. What could the financial aid staff do to be more helpful to you?

21. Please provide any additional suggestions (e.g., additional services) and comments, OR explain a problem you have experienced in the past with the Office of Financial Aid.

22. All of your responses are confidential; however, we need to have your name in order to contact you if you are selected the winner of the lottery drawing. Please **PRINT** your name below.

First Name: _____

Last Name: _____

THANK YOU FOR YOUR TIME!!!!

Please drop the completed questionnaire in the U.S. mail.

Please do not fold or staple the questionnaire.

You may tape the pages closed if you wish, but you do not need to.