

[Help](#)

Colorado
University of Colorado at Boulder

**Financial Aid Survey for Parents
- Fall 2001**

- 1** Before starting the survey, please enter the 4-digit questionnaire ID number from the label on your survey:

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

- Spring 01
 Summer 01

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

- Parent/guardian
 Student
 Both parent(s) and student
 Other, explain:

- 4** To what extent did you use the following for financial information? (N/A is Not Applicable)

	1 Not at all	2 Somewhat	3 Quite a bit	4 Substantially	
CU-Boulder Financial Aid web page	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Office of Financial Aid at CU-Boulder (in person, on the phone, written materials)	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
High school counselor	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Written materials from the U.S. Department of Education	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Your student	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Other parents, friends, neighbors	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Other internet websites, describe below	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>
Other, describe below	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="N/A"/>

- 5** If you answered "other internet websites" or "other" in the previous question, please describe those sources of information here.

- 6** How easy was it to find out about the following financial aid processes?

	1 Very difficult	2 Difficult	3 Neutral	4 Easy	5 Very easy	
How to apply for scholarships	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
How to apply for loans	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
How to complete the financial aid process	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
The cost of attending CU-Boulder	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
How much money your student should borrow	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
How financial aid would be disbursed to your student	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
When financial aid would be disbursed to your student	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
If your student could expect a refund	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
How much refund your student could expect	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>
The PLUS (parent) loan process	<input type="button" value="1"/>	<input type="button" value="2"/>	<input type="button" value="3"/>	<input type="button" value="4"/>	<input type="button" value="5"/>	<input type="button" value="N/A"/>

- 7** How easy was it to find information about the different types of financial aid?

1 2 3 4 5

Very difficult	Difficult	Neutral	Easy	Very easy	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
The differences between subsidized and unsubsidized Stafford loans					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
Student employment opportunities					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
Scholarship opportunities					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
Availability of grants					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A

8 How important was financial aid in determining your student's college choice?

- Very important
- Important
- One of many factors
- Not important
- Not a consideration at all

9 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)?

YES NO

10 In general, regarding the publication(s) you've read:

1 Strongly disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly agree	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
I found them to be informative					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
The information was confusing					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
The material contained information I needed to understand the financial aid process					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
The information was sent in a timely manner when requested					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A
I prefer to speak to someone in the Financial Aid Office rather than read the publications					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5	N/A

11 If you answered Agree or Strongly Agree to "The information was confusing" in question 10 above, describe what was confusing.

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

- Telephone calls to the financial aid office
- Advisors at the financial aid reception desk
- Appointments with counselors
- Financial aid publications
- Your student
- Other campus departments
- Public information sessions
- Other financial assistance agencies (government agencies, banks, etc.)
- Other, describe:

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

- In person
- Phone
- Mail
- Fax
- E-mail
- Internet (web page)
- No preference

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

- In person
- Phone

- Mail
- Fax
- E-mail
- Internet (web page)
- No preference

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

- Yes (go to question 16)
- No (skip to question 17)

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

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
The counselor was informative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The counselor was courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The counselor was sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The counselor explained the information clearly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The counselor was efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I received correct information pertaining to my questions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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

- Much better
- Better
- Same
- A little worse
- Much worse
- N/A, student hasn't attended another institution

18 Name of previous institution

19 Please rate the **overall service** at the CU-Boulder Office of Financial Aid.

- Excellent
- Good
- Average
- Poor
- Very poor
- N/A, haven't contacted the office

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

- Excellent
- Good
- Average
- Poor
- Very poor
- N/A, haven't visited the office in person

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

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
In Person, Reception Desk Personnel:					
The person was informative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The person was courteous	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The person was sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The person explained the information clearly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The person was efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

I received correct information pertaining to my questions
 1 2 3 4 5

I usually wait in line for less than 5 minutes at the reception window
 1 2 3 4 5

On the Phone:
The person was informative
 1 2 3 4 5

The person was courteous
 1 2 3 4 5

The person was sensitive
 1 2 3 4 5

The person explained the information clearly
 1 2 3 4 5

The person was efficient
 1 2 3 4 5

I received correct information pertaining to my questions
 1 2 3 4 5

I usually wait under 1 minute for my call to be answered
 1 2 3 4 5

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

23 What could financial aid staff do to be more helpful to you?

24 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.

25 All of your responses are confidential; however, we need to have your name in order to contact you if you are selected as the winner of the lottery drawing. Please fill in your first and last name below.

First Name

Last Name



Click the "Submit" arrow to send your answers and proceed to the next page in the survey.