

[Help](#)

Colorado
University of Colorado at Boulder

**Financial Aid Survey - Fall
2001**

- 1** Before starting the survey, please enter your 4-digit questionnaire id (QID) number that you received in the e-mail announcement or on the postcard announcement:

- 2** This fall at CU-Boulder, are you a

- New freshman
 Continuing student

- 3** When did you begin applying for financial aid for the 2001-02 academic year?

- Spring 01
 Summer 01

- 4** Who completed your FAFSA (Free Application for Federal Student Aid)?

- Parent(s)/guardian(s)
 Completed myself
 Both parent(s) and myself
 Other, explain:

- 5** 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"/>
Your parent(s)	<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"/>
Fellow students	<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"/>

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

- 7** 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 you 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 you	<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 you	<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 you 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 you 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

1 2 3 4 5 N/A

8 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

The differences between subsidized and unsubsidized Stafford loans

1 2 3 4 5 N/A

Student employment opportunities

1 2 3 4 5 N/A

Scholarship opportunities

1 2 3 4 5 N/A

Availability of grants

1 2 3 4 5 N/A

9 Have you ever read any of the information publications that are available from the University of Colorado-Boulder Financial Aid office (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 2 3 4 5
Strongly disagree Disagree Neutral Agree Strongly agree

I found them to be informative

1 2 3 4 5 N/A

The information was confusing

1 2 3 4 5 N/A

The material contained the information I needed to understand the financial aid process

1 2 3 4 5 N/A

The information was sent in a timely manner when requested

1 2 3 4 5 N/A

I know I can access financial aid publications on the CU-Boulder financial aid website

1 2 3 4 5 N/A

11 How do you get 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
- Financial aid website
- Ask other students
- Other campus departments
- Public information sessions
- Other financial assistance agencies
- Other, describe:

12 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

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

- in person
- phone
- mail
- fax
- e-mailinternet (web page)
- no preference

14 Have you discussed your particular financial situation with one of our financial aid counselors?

YES **NO**

15 On average, how many times do you call the Financial Aid office in a semester?

- 0 times
- 1-2
- 3-6
- 7-12
- 13 or more

16 On average, how many times do you visit the Financial Aid office in a semester?

- 0 times
- 1-2
- 3-6
- 7-12
- 13 or more

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

- Excellent
- Good
- Average
- Poor
- Very poor
- N/A, haven't visited

18 In reference to your experiences with the Financial Aid reception desk personnel: (N/A is not applicable or haven't visited)

	1	2	3	4	5	
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	
The person was informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person explained the information clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
I received correct information pertaining to my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
I usually wait in line for less than 5 minutes at the reception window	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A

19 In reference to your experiences with the Financial Aid personnel on the telephone:

	1	2	3	4	5	
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
The person was informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was sensitive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person explained the information clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
The person was efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
I received correct information pertaining to my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
I usually wait on hold for less than 5 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A
If I left a message for someone to call me, the call was always returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> N/A

20 What are the most frequent reasons you contact our office?

1.
2.
3.

21 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

22 If there has been a problem with your ability to get financial aid, the problem has usually been due to: (select only one)

- Myself
- My parent(s)/guardian(s)
- Government restrictions
- Financial aid office
- Bursar's office
- I have NOT had problems getting aid
- Other:

23 If you have applied for financial aid at a previous institution, please compare the financial aid service at CU-Boulder to your previous institution. CU-Boulder is:

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

24 Name of previous institution

25 Did your financial aid offer affect your decision to come to CU-Boulder?

-

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

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

28 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.

29 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.



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