

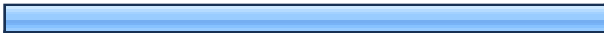

1. How often do you access your IVC email account?

		Response Percent	Response Count
Daily		34.5%	131
Weekly		43.2%	164
Monthly		13.2%	50
Never		9.2%	35
answered question			380
skipped question			0



2. How often do you access your WEBSTAR account to view your financial aid information?

		Response Percent	Response Count
Daily		9.7%	37
Weekly		47.6%	181
Monthly		39.2%	149
Never		3.4%	13
answered question			380
skipped question			0



3. If you have used WEBSTAR, do you find it easy to navigate and find the information you need?

		Response Percent	Response Count
Yes		90.2%	339
No		9.8%	37
answered question			376
skipped question			4



4. Have you ever visited the IVC Financial Aid website?

		Response Percent	Response Count
Yes		75.3%	286
No		24.7%	94
answered question			380
skipped question			0

5. If you answered “Yes” to question 4, do you find the website easy to navigate and find the information you need?

		Response Percent	Response Count
Yes		80.2%	251
No		19.8%	62
answered question			313
skipped question			67



6. Have you ever used the Financial Aid Lab?

		Response Percent	Response Count
Yes		65.8%	250
No		34.2%	130
answered question			380
skipped question			0

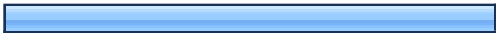

7. If you answered "Yes" to question 6, please rate the service:

	Excellent	Average	Poor	Rating Count
Staff courteousness:	72.1% (191)	21.9% (58)	6.0% (16)	265
Staff knowledge:	74.8% (196)	22.5% (59)	2.7% (7)	262
Satisfaction with the services:	69.5% (182)	25.6% (67)	5.0% (13)	262
answered question				266
skipped question				114



8. Have you ever taken the Satisfactory Academic Progress (SAP) online workshop?

		Response Percent	Response Count
Yes		39.2%	149
No		60.8%	231
answered question			380
skipped question			0



9. If you answered “Yes” to question 8, do you feel you understand the standards you must meet to maintain Satisfactory Academic Progress (SAP)?

		Response Percent	Response Count
Yes		73.7%	143
No		26.3%	51
answered question			194
skipped question			186



10. Have you been required to submit a Student Education Plan to the Financial Aid Office?

		Response Percent	Response Count
Yes		41.3%	157
No		58.7%	223
answered question			380
skipped question			0

11. If you answered “Yes” to question 10, do you know which courses are required to complete your current program of study?

		Response Percent	Response Count
Yes		72.5%	150
No		27.5%	57
answered question			207
skipped question			173



12. Have you ever received phone or in-person service from the Financial Aid Reception Area?

		Response Percent	Response Count
Yes		59.7%	227
No		40.3%	153
answered question			380
skipped question			0

13. If you answered “Yes” to question 12, please rate the service:

	Excellent	Average	Poor	Rating Count
Staff courteousness:	69.9% (167)	21.8% (52)	8.4% (20)	239
Staff knowledge:	65.0% (154)	29.5% (70)	5.5% (13)	237
Satisfaction with the services:	64.6% (153)	27.8% (66)	7.6% (18)	237
answered question				239
skipped question				141




14. Have you ever received phone or in-person service from a financial aid technician or officer?

		Response Percent	Response Count
Yes		52.4%	199
No		47.6%	181
answered question			380
skipped question			0

15. If you answered “Yes” to question 14, please rate the service:

	Excellent	Average	Poor	Rating Count
Staff courteousness:	71.6% (149)	22.6% (47)	5.8% (12)	208
Staff knowledge:	74.3% (153)	21.8% (45)	3.9% (8)	206
Satisfaction with the services:	68.0% (140)	25.7% (53)	6.3% (13)	206
answered question				208
skipped question				172

16. How would you rate the IVC Debit card refund process?

		Response Percent	Response Count
Excellent		58.2%	221
Average		32.6%	124
Poor		9.2%	35
answered question			380
skipped question			0

17. General comments regarding the IVC Financial Aid Office

	Response Count
	82
answered question	82
skipped question	298

Q17. General comments regarding the IVC Financial Aid Office

1		May 29, 2013 5:13 PM
2	no comments	May 20, 2013 11:33 AM
3	no comments	May 20, 2013 11:20 AM
4	EVERYTHING LOOKS EXCELLENT, BUT TALKING ABOUT THE DEBIT CARD, I BELIEVE THE ISSUE IS THE BANK. HIGHER ONE BANK CHARGES FOR EVERYTHING, INCLUDING SOME KIND OF HIDDEN FEES.	May 20, 2013 9:30 AM
5	There is only one person helping @ the Financial Aid Lab, and even when she traying her best, one person is not enough!	May 15, 2013 8:04 PM
6	They are always ready to help students. They all have my appreciation.	May 14, 2013 8:23 AM
7	I didn't get IVC Debit card last year.So I can't answer question # 16. Thank you	May 11, 2013 11:03 PM
8	its a great program and they are very attentive why the students	May 11, 2013 9:12 PM
9	they took away my financial aid this semester because I needed the SEP worksheet. it is not my fault IVC doesnt have sufficient classes or space for the people that need the classes and have to take it in another semester.	May 10, 2013 2:21 PM
10	Very hard to get someone to return a call when you leave a message. I didnt know about a class I needed until this year and I was under the impression that I only needed one more class.	May 8, 2013 8:04 PM
11	it help a lot but it need more information for the students.	May 8, 2013 12:38 PM
12	thank you	May 8, 2013 12:14 AM
13	goods	May 7, 2013 11:01 PM
14	thank you	May 7, 2013 7:55 PM
15	The phone service and etiquette leaves room for improvement.	May 7, 2013 2:27 PM
16	good job	May 7, 2013 1:25 PM
17	I have been receiving excellent services from IVC employees.	May 5, 2013 1:10 PM
18	Question number 16 needs a "Good" option.	May 5, 2013 8:56 AM
19	sometimes there's newer and younger staff particularly in pairs of two females usually; not knowledgeable enough in the financial aid field. The attention given	May 4, 2013 10:00 PM

Q17. General comments regarding the IVC Financial Aid Office

to individuals at front desk can sometimes be non-existent.

20	It would be nice to have more personnel helping the students. Other than that they are friendly and they help you if we don't understand how to fill out a form, If it weren't for financial aid, I wouldn't have been in college to get a degree, I'm a single mom and it wouldn't have been hard for me to go back to school because I can't afford it. So thank you very much for that I really appreciate it.	May 4, 2013 6:50 PM
21	needs to not have extra fees to use the debit card...we could not pay extra fees at all we are students!!	May 4, 2013 3:59 PM
22	This is a useful office for all students, thank	May 3, 2013 11:20 PM
23	Everything is very well	May 3, 2013 9:37 PM
24	Good job	May 3, 2013 8:29 PM
25	It would help if the staff would help recipients understand the real purpose of financial aid and how it is supposed to work. I have felt that they work around the system instead of making the most of it for the students who really need the assistance.	May 3, 2013 4:00 PM
26	none	May 3, 2013 3:16 PM
27	Just with the debit card, there has been 2 times that IVC machines "eat" my money and I haven't returned it back.	May 3, 2013 11:27 AM
28	I would like that refund wasn't just this one bank because some time is a lot expensive.	May 3, 2013 9:53 AM
29	I have always great service for people who work in financial Aid office I also recommended Alma Orozco and Leticia Santiago they are excellent people and have great habits to attend students. They have time for all students if they are working or not working with your application. They help us with anything thanks	May 3, 2013 9:12 AM
30	IVC debit refund needs to be eliminated. It is a poor service that does not benefit students and is set up to make it difficult for students to change their direct deposit option. Students are better off either picking up check at IVC or direct deposited to a college banking account where you are given adequate services and access to your money with no monthly charge or fee for loss of card. Financial aid at IVC is the most inadequate dept and continues to offer inefficient services to students.	May 3, 2013 8:32 AM
31	Everything is Ok	May 2, 2013 11:22 PM
32	Very good service	May 2, 2013 5:51 PM
33	The IVC Financial Aid Office has an excellent staff, and I always finish my application thanks to them.	May 2, 2013 5:38 PM
34	I wish they could reach me the same day I call them.	May 2, 2013 5:37 PM
35	I don't receive Financial Aid, and I hate it. I can't afford college like this.	May 2, 2013 12:55 PM

Q17. General comments regarding the IVC Financial Aid Office

36	No comments, everyone seems to be doing a great job	May 2, 2013 10:22 AM
37	Over all I have had a good experience but have had some issues in the past	May 2, 2013 7:16 AM
38	no complaints.	May 2, 2013 4:55 AM
39	Financial aid is not helpful with student's money they just take it off for no reason	May 1, 2013 10:40 PM
40	thanks	May 1, 2013 10:35 PM
41	Good service	May 1, 2013 9:53 PM
42	none at the present time	May 1, 2013 9:48 PM
43	Great staff with timely responses. Setting up appointments and the process for turning in paper work is very easy.	May 1, 2013 7:53 PM
44	none	May 1, 2013 6:32 PM
45	Keep it going.	May 1, 2013 6:23 PM
46	the staff is always helpful	May 1, 2013 5:53 PM
47	satisfied.	May 1, 2013 5:23 PM
48	Great at doing their job.	May 1, 2013 4:45 PM
49	The staff should be more polite	May 1, 2013 4:44 PM
50	I think that the book vouchers should be available online as well due to some students dont have money for gas and cant go and to be checking on almost on a daily bases and if its online its much more easier for students and for staffing to organize and saves paper.	May 1, 2013 4:24 PM
51	keep up the good job guys, your hard work is appreciated by everybody at ivc :)	May 1, 2013 4:05 PM
52	They do an amazing job	May 1, 2013 3:17 PM
53	good service	May 1, 2013 3:00 PM
54	nothing to say	May 1, 2013 2:26 PM
55	Thank You, I appreciate everything.	May 1, 2013 12:55 PM
56	thank you	May 1, 2013 12:44 PM
57	I don't receive financial aid so question #16 doesn't pertain to me.	May 1, 2013 12:01 PM
58	great work you guys	May 1, 2013 11:58 AM
59	I'm grant with financial Aid office.	May 1, 2013 11:44 AM
60	is working good	May 1, 2013 11:43 AM

Q17. General comments regarding the IVC Financial Aid Office

61	good	May 1, 2013 11:18 AM
62	none.	May 1, 2013 10:51 AM
63	good	May 1, 2013 10:47 AM
64	well in financial aid office there is two persons that never do nothing I ask some question to them and they treat me like a fool I don like that because they are in that place for help people whose do not have the knowledge for fill the application for the financial aid a very poor service with prepotent people I do not why the school pay those people if they give a frightful service I think is the moment for contract new people in financial aid office the building behind cafeteria	May 1, 2013 10:17 AM
65	Service is satisfactory	May 1, 2013 10:05 AM
66	Book Voucher for summer school	May 1, 2013 9:49 AM
67	The ATM services for IVC debit cards should be upgraded. The machines tend to be out of service too often and there aren't enough on campus.	May 1, 2013 9:49 AM
68	Thanks for all services	May 1, 2013 9:38 AM
69	The people is very helpful and kind. In other words EXCELLENT !!!!!	May 1, 2013 9:24 AM
70	They are doing awesome.	May 1, 2013 9:22 AM
71	None	May 1, 2013 9:05 AM
72	The only problem about the IVC Debit card is the extra .50 that is charged when used as a DEBIT card. I think that's not fair, after all it is a debit card.	May 1, 2013 9:04 AM
73	I need to go to the lab to fill out my new FAFSA.	May 1, 2013 9:00 AM
74	More respect, less ignorant comments. Let the student ask the question instead of getting interrupted. Give an explanation to make me understand not stupid information. Very unsatisfied with the financial aid lab, VERY	May 1, 2013 8:58 AM
75	very friendly & courteous staff, keep up the good work	May 1, 2013 8:57 AM
76	IVC financial aid staff should be more polite sometimes it seems like they dont want to be there and when you ask them questions there usually talking amongst each other and leave you waiting until there done chatting.	May 1, 2013 8:56 AM
77	It was easy to set up my financial aid and i had no problems at all. :)	May 1, 2013 8:55 AM
78	One of the student workers at the financial aid reception is very disrespectful. Ignores students just to use the phone personally	May 1, 2013 8:53 AM
79	It's a very good program, thank you for help me....	May 1, 2013 8:50 AM
80	In my opinion, the workers in the front desk are sometimes helpful but it seems they get bother if you ask them a question that they answer a million times but its not our fault the we have the same question... but that's not everybody! thanks!	May 1, 2013 8:49 AM

Q17. General comments regarding the IVC Financial Aid Office

81	No wiring to bank account is pathetic	May 1, 2013 8:48 AM
82	Need to work on better communication skills.	May 1, 2013 8:45 AM