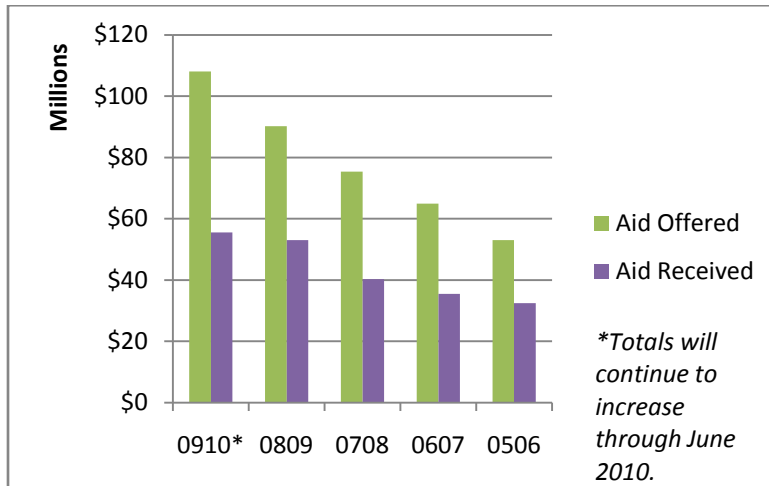
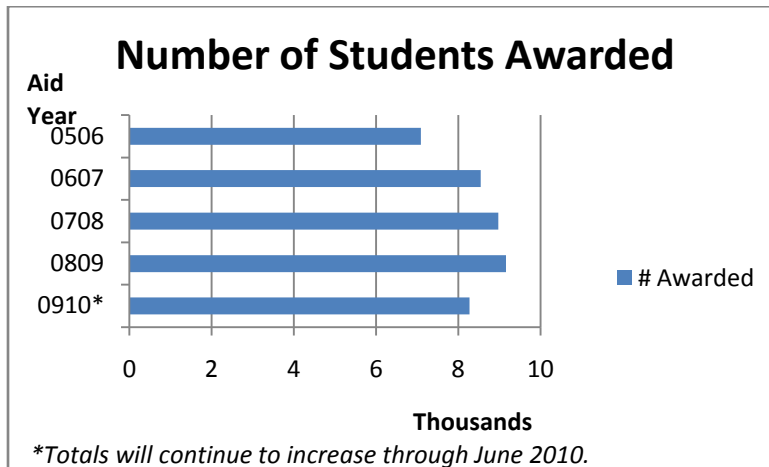


Office of Financial Aid  
Evidence of Effectiveness

Each year the entire staff participates in a retreat designed to review current policies and procedures for possible enhancements, to provide staff training, and to promote team effectiveness. Most recent enhancements that have directly benefited students include 1) automated letter generation ensuring consistent timing of notifications to students, 2) electronic transmission of alternative/private loans decreasing processing time, and 3) annual event providing students with information sessions as well as individual assistance in completing the FAFSA on the Web.

The number of students awarded financial aid has grown considerably each year as indicated by the charts below. (\*Please note that the totals for 0910 are as of January 31, 2010 and are not final. Numbers will continue to increase through June 2010 for the 0910 academic year.)



Despite this consistent increase in applicants and the lack of additional full-time staff, survey results continue to prove the effectiveness of the Office of Financial Aid. Ratings resulting from the Customer Satisfaction Survey implemented by the Office of Financial aid in 2008 have been consistently high. Currently the survey is given to students who visit our office, but future goals include moving to an online form that will be available to all students. Brief summary of recent responses since Fall Semester 2009 are below:

- 1) Average wait-time: **5 minutes or less = 73%** 5 to 15 minutes = 27% More than 15 minutes = 0%
- 2) Greeted in a courteous and polite manner: **YES = 100%** NO = 0%
- 3) Knowledgeable staff: **YES = 100%** NO = 0%
- 4) Overall visit: **Excellent = 91%** Good = 4.5% Fair = 4.5%