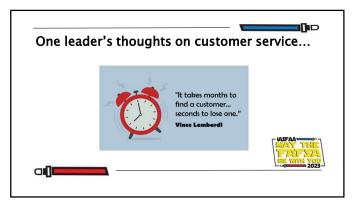


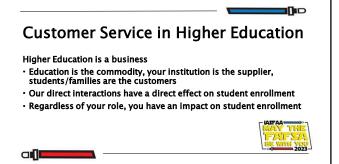
## Enhancing Financial Aid Customer Service through Satisfaction Surveys

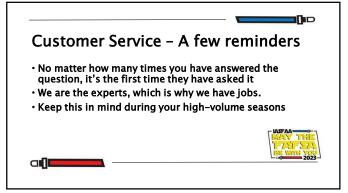
PRESENTED BY: Chad Olson, FAAC, Kayli Sampson, Ph.D., and Isaac Ehlers

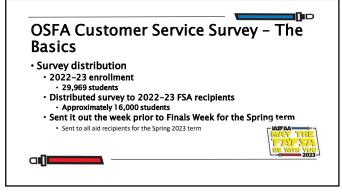
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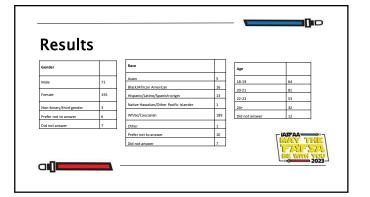


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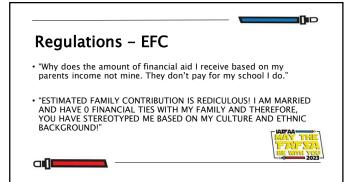


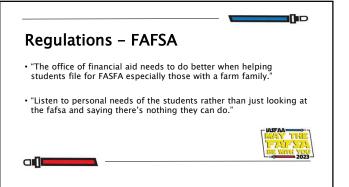


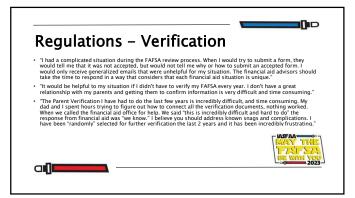


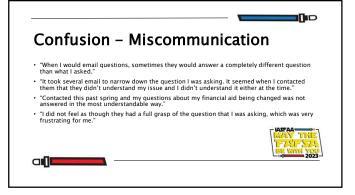
esul	ıs				
Year	r in School				_
First	t-year	45	Current GPA		
Soph	homore	44	4.0-3.0	187	
Juni	or	45	2.9-2.0	38	
Seni	ior	71	1.9-0.0	3	
Grad	duate	20	Did not answer	14	
Vete	erinary Medicine	10			
Did	not answer	7			LASTAA
					WAY T

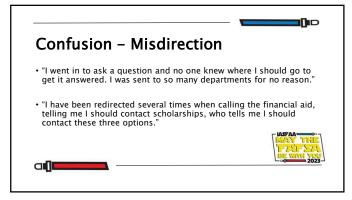
Regulations		
Estimated Family Contribution	Any mention of a student's EFC affecting their finances	5
FAFSA	Any mention of the FAFSA's difficulty or our ability to help students (positive or negative)	12
Verification	A student talking about verification (positive or negative)	6
Confusion		
Miscommunication	A student stating they received multiple answers to questions from different staff	10
Misdirection	Any mention of being referred to different, incorrect departments	6
Excitements		
General Compliments	Any type of compliment given to a person or our office	73
Benefits	A student mentioning that our office helped the student in a positive manner with their college experience	6
Providing Assistance	Any mention that our office provided assistance with their financial aid	19
Frustrations		
General Complaints	Any negative comment about our department	54
Insults	Any specific insult that is towards our department	11
	Total	202

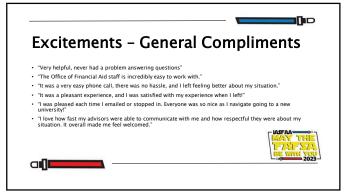


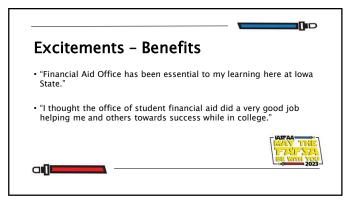


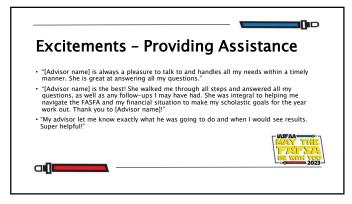


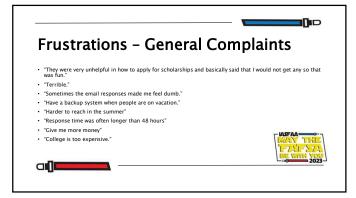


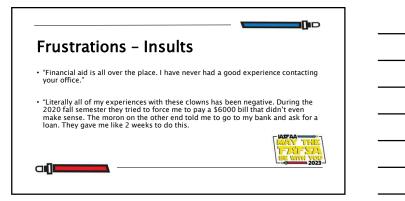


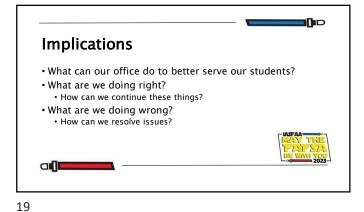


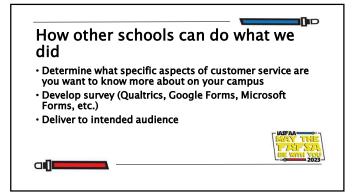


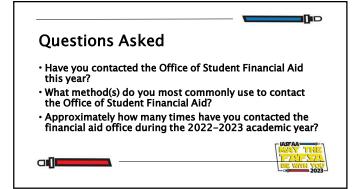


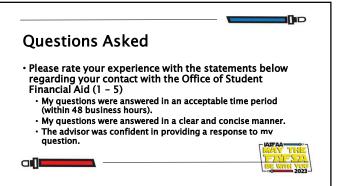


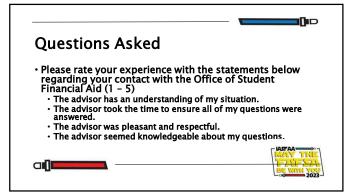


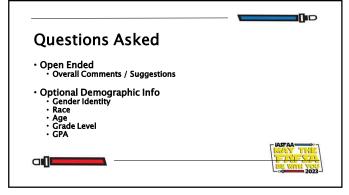












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Questions?	_
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Kayli Sampson, PhD, Financial Ald Advisor – <u>kesampФiastate.edu</u>	_
isaac Ehlers, Senior Assistant Director, Student Financial Services – <u>imehlers@iastate.edu</u>	
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