

## DANVILLE AREA COMMUNITY COLLEGE EVALUATION FORM FOR OFFICE of FINANCIAL AID

HELP US HELP YOU BETTER!!!!

*In the interest of maintaining and improving our service to you, we would appreciate your evaluation of our office. The Financial Aid Department also includes the Veteran's Affairs.I*

1. When was your first semester at DACC? \_\_\_\_\_
2. I have visited the Financial Aid Office about \_\_\_\_\_ times this academic year.
3. I have telephoned the Financial Aid Office about \_\_\_\_\_ times this academic year.
4. I utilized the Internet for FAO services and financial aid processes? Yes \_\_\_ No \_\_\_
5. In an attempt to evaluate the importance of the aid you received, please give your best estimate of the following:
  - a. How many credits per semester could you take without financial aid? \_\_\_\_\_
  - b. How many credits per semester have you/will you take with financial aid? \_\_\_\_\_
  - c. Briefly, explain what impact financial aid has had on your ability to attend DACC?

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6. Please circle your responses for each of the statements presented below as defined by the following terms:  
STRONGLY AGREE (SA); AGREE (A); DISAGREE (D); STRONGLY DISAGREE (SD);

- |   |    |   |   |    |
|---|----|---|---|----|
| a. A financial aid staff member was readily available.                        | SA | A | D | SD |
| b. Adequate time was given to discuss my situation.                           | SA | A | D | SD |
| c. My situation was discussed with sufficient privacy.                        | SA | A | D | SD |
| d. Staff was knowledgeable in the area of inquiry.                            | SA | A | D | SD |
| e. Staff was helpful in referring me to other staff members.                  | SA | A | D | SD |
| f. Staff was helpful in assisting me with my problem.                         | SA | A | D | SD |
| g. Information and material were readily available.                           | SA | A | D | SD |
| h. I approve of mailing information so that personal visits are not required. | SA | A | D | SD |

Please attach additional comments or concerns if you wish. If you would like a response, please include your name, address (or e-mail address) and/or phone number.

*Thank You :)*