



**BPCC Financial Aid Office  
Customer Satisfaction Survey**

This survey is completely anonymous and optional. The survey is designed to assess your experience with the Financial Aid Office so that we may improve our programs and services. Participation is voluntary; all responses are anonymous. The survey takes about 3 minutes to complete. We would appreciate your feedback.

1. What is your enrollment status:

- (1) Freshman    (2) Continuing student    (3) New transfer   Or are you:  (5) parent or guardian of the college student

2. How did you last contact the Financial Aid Office:

- (1) In person    (2) Phone    (3) Email    (4) Letter/Fax

3. What was the reason for your last visit to the Financial Aid Office (check all that apply):

- (1) Pick up/drop off forms    (2) General application questions    (3) Check status of aid  
 (4) Appointment with a director    (5) Satisfactory Academic Progress    (6) Resolve a concern  
 (7) Scholarship questions    (8) Student employment questions    (9) Loan questions  
 (10) Submit an appeal    (11) Other: \_\_\_\_\_

4. If you PHONED our office, please rate the following aspects of your experience:

	Excellent	Good	Average	Below Average	Poor	N/A
Quality of service provided	1	2	3	4	5	6
Courtesy of financial aid staff member	1	2	3	4	5	6
Knowledge and competence of financial aid staff member	1	2	3	4	5	6
Ability of financial aid staff member to understand your concerns/request	1	2	3	4	5	6
Overall experience with service provided by financial aid staff member	1	2	3	4	5	6

If you answered "Below Average" or "Poor" please explain why you answered this way.

5. If your first point of contact was the FRONT COUNTER, please rate the following aspects of your experience:

	Excellent	Good	Average	Below Average	Poor	N/A
Quality of service provided	1	2	3	4	5	6
Courtesy of financial aid staff member	1	2	3	4	5	6
Knowledge and competence of financial aid staff member	1	2	3	4	5	6
Ability of financial aid staff member to understand your concerns/request	1	2	3	4	5	6
Overall experience with service provided by financial aid staff member	1	2	3	4	5	6

If you answered "Below Average" or "Poor" please explain why you answered this way.

6. If your visit to the Financial Aid Office was to see a DIRECTOR, please rate the following aspects of your experience:

	Excellent	Good	Average	Below Average	Poor	N/A
Quality of service provided	1	2	3	4	5	6
Courtesy of director	1	2	3	4	5	6
Knowledge and competence of director	1	2	3	4	5	6
Ability of financial aid staff member to understand your concerns/request	1	2	3	4	5	6
Overall experience with service provided by financial aid staff member	1	2	3	4	5	6

If you answered "Below Average" or "Poor" please explain why you answered this way.

- 7. Was the amount of time you waited to speak by phone with a member of the financial aid staff acceptable?  
 (1) Yes  (2) No  (3) N/A
- 8. Was the amount of time you waited to meet with a member of the financial aid staff acceptable?  
 (1) Yes  (2) No  (3) N/A
- 9. If you submitted an email to the Financial Aid Office, was the amount of time you waited to receive a response acceptable?  
 (1) Yes  (2) No  (3) N/A
- 10. Were your questions answered to your satisfaction on the day of your visit?  
 (1) Yes  (2) No If no, please explain: \_\_\_\_\_
- 11. Overall, how would you rate the quality of the service provided by the financial aid staff?  
 (1) Excellent  (2) Good  (3) Average  (4) Below Average  (5) Poor
- 12. Would you like to receive general financial aid information via social media (Facebook, Twitter, etc.)?  
 (1) Yes  (2) No
- 13. Do you access/read the information provided to you via the Financial Aid webpage [www.bpcc.edu/financialaid](http://www.bpcc.edu/financialaid)?  
 (1) Yes  (2) No
- 14. If you answered yes to question 13, did you find the information on the webpage useful?  
 (1) Yes  (2) No
- 15. Please feel free to share any additional comments and/or share your ideas about the Financial Aid Office can serve you better in the future.

Thank you for taking time to provide your feedback and comments.

**Please return the completed paper survey to:**

Bossier Parish Community College – Financial Aid Office  
6220 East Texas Street  
Bossier City, LA 71111  
318-678-6398 fax