

## 2014 Carleton Satisfaction Survey for Students

### Awards and Financial Aid

Awards and Financial Aid	
% Using Service	Number of Users
42.0%	246

### Mean of Responses

	Awards and Financial Aid		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with Awards and Financial Aid	226	7.8	2.1
Responsiveness and quality of service provided in person	187	7.8	2.3
Responsiveness and quality of service provided over the phone	139	7.4	2.5
Responsiveness and quality of service provided by e-mail	182	7.6	2.4
Clarity and usefulness of information provided on Awards and Financial Aid website	211	7.3	2.4
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning government student aid	200	7.4	2.4
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning student assistance	200	7.4	2.5
Staff knowledge of regulations, procedures, and policies	192	7.8	2.3
Professional, helpful, and courteous staff	205	8.1	2.1
Ease of using Awards and Financial Aid online application system via Carleton Central to apply for an UG bursary	163	7.9	2.5

### Percentage of Responses

	Awards and Financial Aid		
	Yes		
	Low	Med.	High
My overall experience with Awards and Financial Aid	7.5%	29.6%	62.8%
Responsiveness and quality of service provided in person	9.1%	23.0%	67.9%
Responsiveness and quality of service provided over the phone	12.2%	28.8%	59.0%
Responsiveness and quality of service provided by e-mail	9.9%	28.6%	61.5%
Clarity and usefulness of information provided on Awards and Financial Aid website	14.2%	30.3%	55.5%
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning government student aid	14.5%	28.0%	57.5%
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning student assistance	14.5%	25.5%	60.0%
Staff knowledge of regulations, procedures, and policies	9.4%	25.5%	65.1%
Professional, helpful, and courteous staff	5.9%	24.9%	69.3%
Ease of using Awards and Financial Aid online application system via Carleton Central to apply for an UG bursary	11.0%	23.9%	65.0%

**Source:** Carleton Satisfaction Survey for Students, 2014

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.