

2016 Carleton Satisfaction Survey for Students

Awards and Financial Aid

Awards and Financial Aid	
% Using Service	Number of Users
37.0%	158

Mean of Responses

	Awards and Financial Aid		
	N	Avg.	Std. Dev.
My overall experience with Awards and Financial Aid	153	7.7	2.3
Responsiveness and quality of service provided in person	110	7.9	2.2
Responsiveness and quality of service provided over the phone	89	7.8	2.3
Responsiveness and quality of service provided by e-mail	119	7.7	2.3
Clarity and usefulness of information provided on Awards and Financial Aid website	143	7.4	2.3
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning government student aid	134	7.4	2.3
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning student assistance	139	7.4	2.4
Staff's knowledge of regulations, procedures, and policies	122	8.0	2.2
Professional, helpful, and courteous staff	134	8.1	2.1
Ease of using Awards and Financial Aid's online application system via Carleton Central to apply for an UG bursary	107	7.5	2.5

Percentage of Responses

	Awards and Financial Aid		
	Low	Med.	High
My overall experience with Awards and Financial Aid	8.5%	26.8%	64.7%
Responsiveness and quality of service provided in person	7.3%	26.4%	66.4%
Responsiveness and quality of service provided over the phone	11.2%	20.2%	68.5%
Responsiveness and quality of service provided by e-mail	8.4%	26.1%	65.5%
Clarity and usefulness of information provided on Awards and Financial Aid website	9.8%	37.8%	52.4%
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning government student aid	11.2%	30.6%	58.2%
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning student assistance	12.9%	25.2%	61.9%
Staff's knowledge of regulations, procedures, and policies	8.2%	21.3%	70.5%
Professional, helpful, and courteous staff	7.5%	19.4%	73.1%
Ease of using Awards and Financial Aid's online application system via Carleton Central to apply for an UG bursary	12.1%	28.0%	59.8%

Source: 2016 Carleton Satisfaction Survey for Students

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