

## 2018 Carleton Satisfaction Survey for Students

### Awards and Financial Aid

	% Using Service	Number of Users
	44.2%	196

### Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with Awards and Financial Aid	178	7.6	2.2
Professional, helpful, and courteous staff	145	7.8	2.2
Responsiveness and quality of service provided in person	127	7.7	2.3
Responsiveness and quality of service provided over the phone	110	7.6	2.2
Responsiveness and quality of service provided by e-mail	136	7.4	2.4
Ease of navigating the Awards and Financial Aid website and finding the information I was looking for	156	7.1	2.3
Clarity and relevance of communications sent to you by the Awards and Financial Aid Office concerning OSAP	149	7.3	2.4
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning institutional awards (eg. sch	155	7.1	2.5
Staff's knowledge of regulations, procedures, and policies	139	7.5	2.4

### Percentage of Responses

	Low	Med.	High
My overall experience with Awards and Financial Aid	9.0%	33.7%	57.3%
Professional, helpful, and courteous staff	7.6%	31.7%	60.7%
Responsiveness and quality of service provided in person	8.7%	32.3%	59.1%
Responsiveness and quality of service provided over the phone	8.2%	33.6%	58.2%
Responsiveness and quality of service provided by e-mail	11.8%	34.6%	53.7%
Ease of navigating the Awards and Financial Aid website and finding the information I was looking for	13.5%	39.1%	47.4%
Clarity and relevance of communications sent to you by the Awards and Financial Aid Office concerning OSAP	12.1%	32.2%	55.7%
Clarity and relevance of communications sent to you by Awards and Financial Aid concerning institutional awards (eg. sch	14.8%	32.9%	52.3%
Staff's knowledge of regulations, procedures, and policies	12.9%	29.5%	57.6%

**Source:** 2018 Carleton Satisfaction Survey for Students

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