

**HILLSBOROUGH COMMUNITY COLLEGE  
FINANCIAL AID: Service Satisfaction Survey**

The purpose of this survey is to improve financial aid services to students. Please complete this survey. You may save as a word document and forward to District Financial Aid Office as an email attachment. You may email the survey to [cjohns@hccfl.edu](mailto:cjohns@hccfl.edu). **Your input and candid responses are appreciated.**

Directions for use: Please place an "X" in the box next to your responses.

1. Which financial aid office did you visit?  
 DM       YC       PC       BR       District
  
2. What was the reason for your visit (check as many as apply)?  
 To apply for aid  
 To check the status of my aid  
 To confirm my receipt of aid  
 To get scholarship information  
 To confirm my ability to charge textbooks
  
3. How many times did you go to the financial aid office **before** receiving your award?  
 1       2-3       3-4       4-5       more than 5
  
4. What type of financial aid are you seeking (check as many as apply)?  
 Pell       Loan       Scholarship       Stafford       Work study
  
5. How did you complete the Free Application for Federal Student Aid (FAFSA) Application?  
 on-line       on paper
  
6. When did you complete the FAFSA Application?  
 January - May       June – July       August – December
  
7. Did you understand the financial application process?  
 Yes       No
  
8. Did the financial aid office assist you in applying for aid?  
 Yes       No
  
9. The college is required to release Pell Grant remaining balance checks 14 days from the drop/add date for the semester. If you were awarded the Pell Grant prior to the drop/add date and you qualified for a Pell Grant balance check, when did you receive your check?  
 within 14 days from drop/add date       three to four weeks after drop/add date  
 four to six weeks from drop/add date       more than six weeks after drop/add date
  
10. If your Pell Grant was awarded after the semester's drop/add date and you qualified for a Pell Grant balance check, when did you receive your check?  
 within 14 days from the date of your award       three to four weeks after the award date  
 four to six weeks after the award date       more than six weeks after the award date
  
11. Did you access the Financial Aid Forms from the college's website?  
 Yes       No
  
12. How can the financial aid office serve you better in the future?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[Optional] If we may be of assistance to you now, please provide your name and a phone number or e-mail so that we may contact you to discuss your financial aid needs.

Date completed: \_\_\_\_\_