



The Merritt College Financial Aid Office mission is to assist students in securing funding to facilitate the achievement of their career objectives, to provide quality assistance to all students and to make every effort to ensure that the students who desire to attend the college, but cannot afford to do so, are provided financial assistance to complete their educational goals.



Financial Aid Student Services Outcomes Survey 2023

Instructions: Based on your current experience with Financial Aid, please respond to the following statements by marking each with the appropriate answer. (Use a simple checkmark).

Please indicate your level of agreement with the following statements:	Strongly Agree (5)	Agree (4)	Disagree (3)	Strongly Disagree (2)	Not Applicable (1)
1. After meeting with financial aid staff, my concerns about financial aid were met.					
2. Financial aid staff responded to my question or concerns in a timely manner.					
3. I understand which paperwork I have to submit and why it is requested.					
4. After I submit the necessary paperwork, I understand how long it would take to get my file reviewed and processed.					
5. I understand my responsibilities as a financial aid recipient.					
6. I am able to navigate the Merritt College Financial Aid website for financial aid resources and support.					
7. I am able to navigate my student portal to check my financial aid status.					
8. I prefer to receive Financial Aid services online (Zoom) more than in person.					
9. How satisfied are you overall with the services the Financial Aid office provides?					

10. Please provide us with any additional feedback you would like:

We appreciate your feedback very much! The results of this survey will help us address the areas where we need to improve.