



NORTHEASTERN ILLINOIS UNIVERSITY (NEIU)
FINANCIAL AID OFFICE

2008 Senior Survey

The purpose of this bi-annual survey is to identify accomplished learning outcomes as determined by the NEIU Financial Aid Office in its assessment plan. The survey is facilitated by the NEIU Financial Aid Office every semester with the intent to follow up with (1) a focus group or (2) personal interviews. The target audience for the survey is graduating seniors who are currently enrolled for at least six (6) credit hours. Results of the survey will be evaluated by a team staff and students from the NEIU Financial Aid Office charged to review quality of office service and its default aversion efforts.

1. When did you submit your NEIU Financial Aid Application?

before March 1 March 1-June 1 After June 1

Are you satisfied with the combination of aid types you received? YES NO

Did you use a book waiver for the purchase of books & supplies? YES NO

2. Have you met with an advisor at the NEIU Financial Aid Office this semester?

YES NO

If yes, please rate the knowledge of the person(s) you met with:

Very Knowledgeable Fairly Knowledgeable Not Knowledgeable

3. Have you worked at NEIU under the Federal Work-study program? YES NO

If yes, please describe your learning experience:

4. Have you tracked your student loan borrowing throughout your college career?

YES NO

If yes, approximately how much have you borrowed to complete your degree?

\$_____

5. Did you make attempts to only borrow what you necessarily needed? YES NO

If yes, what were the specific items (besides tuition and fees) that your borrowing helped to supplement?

6. Have you ever gone into default or fallen delinquent on a student loan? YES NO

7. Have you read any information from the NEIU Financial Aid portal? YES NO

If yes, please rate the usefulness of the information:

Very Useful Fairly Useful Not Useful

8. Have you called the NEIU Financial Aid Office for any reason? YES NO
If yes, was the call answered promptly? YES NO
Please rate the knowledge of the person(s) who answered your question:
 Very Knowledgeable Fairly Knowledgeable Not Knowledgeable

9. Have you sent an email to the NEIU Financial Aid Office for any reason? YES NO
If yes, was the email answered promptly? YES NO
Please rate the knowledge of the person(s) who answered your question:
 Very Knowledgeable Fairly Knowledgeable Not Knowledgeable

10. Have you visited the NEIU Financial Aid Office for any reason? YES NO
If you went to the front counter, on average, how many minutes did you have to wait until you were served?
 < than 5 minutes; 6-15 minutes; 16-30minutes; > than 30 minutes

11. Did you take classes at either of the NEIU satellite campuses (Carruthers Center for Inner City Studies [CCICS], El Centro)? YES NO
If yes, describe your experience in receiving financial aid information:

12. Did you study abroad during your collegiate career at NEIU? YES NO

13. Have you ever had to appeal to have your financial aid reinstated due to not meeting the Standards of Satisfactory Academic Progress? YES NO

Please describe below any particularly helpful service you received from the NEIU Financial Aid Office:

Please return this survey within the next 10 to 15 days. The NEIU Financial Aid Office thanks you for your time and values your feedback. You can fax the survey to (773) 442-5040.

FOCUS GROUP/PERSONAL INTERVIEW SECTION:

If you are interested in participating further in the assessment process of improving quality service in the NEIU Financial Aid Office, please complete the information below so that we may follow up with you.

Name: _____ NEIU ID. _____

Daytime/Cellular Telephone Number: () _____

Email Address: _____@_____