

## Financial Aid Customer Satisfaction

### Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		Fullerton		Sacramento		San Bernardino		San Jose		San Marcos	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Accuracy of Answers	3.56	3.56	3.79	3.56	3.68	3.56	3.56	3.56	3.36	3.56	3.40	3.56	3.57	3.56
Q- Courtesy Financial Aid Staff	3.86	3.86	4.16	3.86	3.85	3.86	3.83	3.86	3.89	3.86	3.62	3.86	3.80	3.86
Q- Financial Aid office publications	3.56	3.56	3.58	3.56	3.79	3.56	3.43	3.56	3.61	3.56	3.33	3.56	3.63	3.56
Q- Information on Website	3.52	3.52	3.60	3.52	3.87	3.52	3.38	3.52	3.60	3.52	3.27	3.52	3.39	3.52
Q- Overall Service Fin Aid	3.70	3.70	3.82	3.70	3.87	3.70	3.55	3.70	3.76	3.70	3.43	3.70	3.77	3.70
Q- Service hours	3.65	3.65	3.79	3.65	3.72	3.65	3.54	3.65	3.68	3.65	3.38	3.65	3.80	3.65
Q- Timeliness disbursement	3.66	3.66	3.97	3.66	3.85	3.66	3.36	3.66	3.74	3.66	3.22	3.66	3.81	3.66
Q- Timeliness notice	3.66	3.66	3.38	3.66	3.95	3.66	3.67	3.66	3.79	3.66	3.43	3.66	3.75	3.66
Q- Waiting time/Financial Aid Office	3.56	3.56	3.34	3.56	3.79	3.56	3.52	3.56	3.49	3.56	3.18	3.56	4.04	3.56