

EL CAMINO COLLEGE
Service Area Outcomes (SAO) Assessment Plan

Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community

Unit	Financial Aid Office Survey	Date	10/16/2013
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SAO	We asked students to rate the customer service provided in the FA Lab.
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Participants	Na'imWilliams, Binh Nyugen, Velma Garrett
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Assessment Plan (include metrics to be collected)	Results/Actions Taken
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The 2012-2013 Academic Year Financial Customer Service Survey will help the Financial Aid Office improve our delivery of quality customer service.

Surveys are available to students in the Financial Aid Laboratory, Transfer Center, Admission and Records Office, EOP&S Office, and the Office of Student Life.

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- Results:**
1. The hours of operation yielded a result of 48.57% excellent, 40% good and 10.48% fair.
 2. Our office facilities which consist of appearance and comfort yielded a result of 40% excellent, 45.71% good and 11.43% fair.
 3. Time of response to student requests yielded a result of 41.58% for excellent, 40.59% good and 14.85% fair.
 4. Procedures clear and easy to follow yielded a result of 37.37% excellent, 47.47% good and 14.14% fair.
 5. Qualities of materials received yielded a result of 43.69% excellent, 45.63% good and 10.68% fair.
 6. Knowledge and helpfulness of financial aid staff yielded a result 48.51% excellent and 44.55% good.
 7. Knowledge and helpfulness of financial aid advisors yielded a result of 50.98% excellent and 43.14% good.
 8. Confidentiality of private information yielded a result of 53.47% excellent and 37.62% good.
 9. Overall quality of service yielded a result of 43.81% excellent, 42.86% good and 10.48% fair.

10. When talking to a financial aid staff at the CEC, I feel I have enough privacy to discuss my concerns yielded a result of 34.31% strongly agree, 54.90% agree and 8.82% disagree.

11. I would be very likely to use the financial aid office services in the evening hours (after 5pm) yielded a result of 30% strongly agree, 48% agree and 15% disagree.

12. If available, I would be very likely to use the online financial aid office services yielded a result of 28.28% strongly agree, 54.55% agree and 11.11% disagree.

Actions Taken:

In our continual effort to increase customer satisfaction the questionnaire will be ongoing and measurements will be taken each semester to track improvement. One of the main items to be addressed is the increase in sample size to the questionnaire. This will be accomplished by making sure all persons who enter the financial aid laboratory are given a questionnaire to complete. Next, we will make improvements to privacy concerns of students with the implementation of cubicle use in the lab and bringing students to the back office area when discussing critical matters. Also, we will strive to make improvements in communication with our financial aid webpage by posting our disbursement schedule and linking students to financial aid TV which gives students access to general understanding of the programs and services we provide. Lastly, we will improve our response to requests by posting our turn-around time at document intake and awarding.