Dear Student:

This survey has been designed by New York City College of Technology (City Tech) Financial Aid Office to assess your satisfaction with our financial aid services and to help us improve our services and programs.

Please read the questions below, and select the responses that best describe your experience. Once complete please either drop it in our suggestion box located outside the office of NG-13 or please email it to financialaid@citytech.cuny.edu

We look forward to your responses on how we can better serve you!

Sincerely

Anita Ramharack
Financial Aid Associate Director of Student Services
New York City College of Technology
The City University of New York
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Date: ______________________

Officer Name: ________________________

Was the name badge visible: YES or NO (Circle One)

1. What was the purpose of your visit? (Circle One) Turn In Documents Obtain Documents Ask Questions Other: ________________

2. Please Estimate how many times you visited Financial Aid for this purpose: (Circle One) 1 2 3 4 5 6 7 8 9 10+

3. Did you find the staff Knowledgeable about the Financial Aid Process & Policies? YES NO (Circle One)

4. How well did we understand your question? 1 (Not well at all) 2 3 4 5 (Extremely Well) Circle One

5. Was your Question/Issue resolved? YES or NO (Circle One)

6. Overall, how would you rate the quality of service you received today? 1 (poor) 2 3 4 5 (extremely well)

Additional Comments:
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Thank you for participating in this survey!