

## How Easy Is It to Get Helpful Financial Aid Information on Your Campus?

*This guide was designed to help you ask important questions about financial aid services and identify areas where they can be improved at your college. Answer them for your campus and see how it stacks up on simple measures of service!*

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### 1) Is financial aid information available in languages spoken by students?

What are the most commonly spoken languages in your community?  
Search for your city or county at the [MLA Language Map Data Center](#).

1. \_\_\_\_\_, \_\_\_\_%      2. \_\_\_\_\_, \_\_\_\_%      3. \_\_\_\_\_, \_\_\_\_%

What are the largest ethnic groups at your college?  
Look at your college's enrollment by ethnicity with the [College Navigator](#).

1. \_\_\_\_\_, \_\_\_\_%      2. \_\_\_\_\_, \_\_\_\_%      3. \_\_\_\_\_, \_\_\_\_%

What languages other than English does your college use in financial aid materials?

**Please list:** \_\_\_\_\_

### 2) Do student voices help shape the way financial aid services are offered?

Does your college's financial aid office have a comment or suggestion box?

YES      NO

Does the financial aid office ask for student ideas or input in other ways (e.g., a survey)?

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### 3) Can students with questions get help when they stop by the financial aid office?

How long, on average, must you wait in the financial aid office before speaking with someone who has the needed information? If you're not sure, stop by the office and see!

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Are there different wait times on certain days or during certain hours? If so, what do they tend to be? If you are not sure, please try to stop by a few times and check it out.

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**4) Can students with questions get help when they call the financial aid office?**

Are you usually put on hold when you call the financial aid office with a question?

**YES    NO**

How long does it take before someone answers the call? If you need to, call to find out!

\_\_\_\_\_ **minutes**

If you are directed to voicemail, how long does it take before your call is returned?

\_\_\_\_\_ **minutes / hours / days (please circle one)**

**5) How would you improve student services at your college?**

How could existing financial aid and other student services at your college be improved?

Please list the top three practices you think need to be improved or added:

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Thank you for taking the time to fill out this survey!

**Please email your responses back to [california@ticas.org](mailto:california@ticas.org)**

by either cutting and pasting this survey as text or adding it as an attachment.

The information you provide will help inform our efforts to improve access to financial aid on your college campus.

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Keeping California's Promise is a project of the Institute for College Access & Success, an independent, nonprofit organization that works to make higher education more available and affordable for all people. By conducting and supporting nonpartisan research, analysis, and advocacy, the Institute aims to improve the processes and public policies that pave the way to successful educational outcomes for students and society.

For more information about our California work please visit our website:

[www.ticas.org/california](http://www.ticas.org/california)