

Student & Enrollment Services Survey

- How long have you been at Temple College? _____years or _____semesters
- Did you participate in TC College Connection during your senior year of high school? Circle one.
YES / NO

3. Financial Aid:

A. Please select appropriate answer to indicate your level of agreement with the following statements on a scale of 1 to 5 regarding the Financial Aid Office's Web page. (1=Strongly Disagree, 2=Somewhat Disagree, 3=Neutral, 4=Somewhat Agree, 5=Strongly Agree, or N/A=Not Applicable)

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
*I was able to access the Financial Aid Web page without any difficulties	1	2	3	4	5	N/A
*Sufficient information was available on the Internet to answer my questions.	1	2	3	4	5	N/A
*I found the Web Page to be too confusing.	1	2	3	4	5	N/A
*I prefer to obtain all my answers via the Web page.	1	2	3	4	5	N/A

B. How long did it take to get your most recent question or concern with Financial Aid resolved?

- | | |
|--------------------|----------------------------------|
| 1. Less than a day | 4. More than a week |
| 2. 2-3 days | 5. Problem is still not resolved |
| 3. 4-5 days | 6. Not Applicable (N/A) |

4. Admissions & Records: (circle one)

- Were you greeted in A&R? Yes/No
- I received the assistance I was seeking. Yes/No

5. The following departments provided me with the support needed to successfully transition from high school to college (circle one)

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
Admissions & Records	1	2	3	4	5	N/A
Advising Center	1	2	3	4	5	N/A
Financial Aid Office	1	2	3	4	5	N/A
Testing	1	2	3	4	5	N/A
Disabilities Office	1	2	3	4	5	N/A
TRIO	1	2	3	4	5	N/A
Student Life	1	2	3	4	5	N/A

6. The following departments have provided me with satisfactory service during the time I have been at Temple College:

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
Admissions & Records	1	2	3	4	5	N/A
Advising Center	1	2	3	4	5	N/A
Financial Aid Office	1	2	3	4	5	N/A
Testing	1	2	3	4	5	N/A
Disabilities Office	1	2	3	4	5	N/A
TRIO	1	2	3	4	5	N/A
Student Life	1	2	3	4	5	N/A

7. Do you plan on returning to Temple College for the next semester or in the future? Circle one.
YES / NO

8. Temple College has met my academic needs? Circle one.

Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	N/A
1	2	3	4	5	N/A

9. Would you recommend Temple College to your friends, family or others?
Circle one. YES / NO

Comments:

Please share any suggestions that would help us improve our services.

Tarleton University Central Texas:

A. Have you participated in any activities with Tarleton University Central Texas on the TC Campus?
(Please circle all that apply)

- 1. Advising
- 2. Workshop
- 3. Application/registration
- 4. Taking class
- 5. Received e-mail
- 6. Seen flyer/poster

B. What can Tarleton-Central Texas do to make your transfer process easier?