



Financial Aid Office Feedback

Please help improve our services by answering the following questions about your most recent interaction with our office. All responses are anonymous and aggregated responses will be used for planning purposes only.

1. Thinking back to your most recent visit, how did you interact with the Financial Aid Office?

- In person
- Virtually (includes email, phone, video conference)

2. Were you able to meet with the Financial Aid Office staff at a time that worked for your schedule?

- Definitely
- Somewhat
- Not really

3. Based on your most recent visit, rate your level of agreement with the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Unsure	Not Applicable
Staff addressed my issue without a significant wait time.	<input type="radio"/>					
Staff explained how my issue would be addressed in a clear manner.	<input type="radio"/>					
Staff expressed concern when addressing my issue.	<input type="radio"/>					
Staff addressed my issue effectively, including identifying possible next steps.	<input type="radio"/>					

4. What is your preference when meeting with the Financial Aid Office staff?

- Primarily in person
- Mainly in person, sometimes virtually
- Mainly virtually, sometimes in person

- Primarily virtually
- Other

5. What is your gender? Select the term that best describes how you identify yourself.

- Woman
- Man
- Non-binary
- Prefer not to say

6. What is your primary ethnicity? Select the term that most closely describes how you identify yourself.

- African American/Black
- Asian
- Filipina/o/x
- Latina/o/x
- Middle Eastern
- Native American
- Pacific Islander
- White
- Prefer not to say

7. Share any thoughts or suggestions for improving your visits to the Financial Aid Office.

If you have a question or comment that requires follow-up, contact the Financial Aid Office at 650-949-7245 or fhfinancialaidoffice@fhda.edu.

Enter your answer

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