

# Texas A&M International University

## Office of Financial Aid Survey 2003-2004

**Would you recommend the TAMIU Financial Aid Office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	36	100.0	100.0	100.0

**Are you aware of the new state program "B-On Time Loan Program"?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	20	55.6	55.6	55.6
	Yes	16	44.4	44.4	100.0
	Total	36	100.0	100.0	

**How did you hear about the B-On Time Loan Program? (Check all that apply)**

### Counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	34	94.4	94.4	94.4
	Counselor	2	5.6	5.6	100.0
	Total	36	100.0	100.0	

### Parent Night

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	36	100.0	100.0	100.0

### Scholarship/Financial Aid Night at high school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	36	100.0	100.0	100.0

### Laredo Morning Times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	35	97.2	97.2	97.2
	Laredo Morning Times	1	2.8	2.8	100.0
	Total	36	100.0	100.0	

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## Financial Aid Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	24	66.7	66.7	66.7
	Financial Aid Office	12	33.3	33.3	100.0
	Total	36	100.0	100.0	

## Postcard/Letter

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	27	75.0	75.0	75.0
	Postcard/Letter	9	25.0	25.0	100.0
	Total	36	100.0	100.0	

## TV/Radio

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	36	100.0	100.0	100.0

## Other:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blank	32	88.9	88.9	88.9
	Other:	4	11.1	11.1	100.0
	Total	36	100.0	100.0	

## How satisfied were you with the service from the Financial Aid Advisor/Counselor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	2.8	2.8	2.8
	Neutral	6	16.7	16.7	19.4
	Satisfied	14	38.9	38.9	58.3
	Very Satisfied	15	41.7	41.7	100.0
	Total	36	100.0	100.0	

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**How is it when you are trying to reach an Advisor/Counselor by phone?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Difficult	2	5.6	5.6	5.6
	Neither	15	41.7	41.7	47.2
	Easy	15	41.7	41.7	88.9
	Extremely Easy	4	11.1	11.1	100.0
	Total	36	100.0	100.0	

### Descriptive Statistics

	N	Mean
How satisfied were you with the service from the Financial Aid Advisor/Counselor?	36	4.17
How is it when you are trying to reach an Advisor/Counselor by phone?	36	3.58
Valid N (listwise)	36	

**What system would you prefer when visiting and Advisor/Counselor in our office?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Appointment System	13	36.1	36.1	36.1
	First-Come First-Serve System	20	55.6	55.6	91.7
	Other:	1	2.8	2.8	94.4
	Appointment System & First-Come First-Serve	2	5.6	5.6	100.0
	Total	36	100.0	100.0	