

# Survey Says: School Satisfaction High

## *Opportunities to grow in some areas*

This summer we invited our school customers to tell us how we're doing by completing an anonymous online survey. We received some encouraging positive feedback and some constructive comments that will help us to grow and better serve the financial aid administrators we work with.

Survey respondents came from every type of school, ranging from proprietary to private and public, and administrators represented a wide range of financial aid experience and diverse student population sizes.

“We were pleased to hear through the surveys that, in most areas, we are successfully satisfying our customers,” said Managing Director Caron Peterson. “We ranked highest in schools’ overall satisfaction and in the quality of our training and e-mail response.”

The surveys also indicate that our customers see room for improvement in our forms and publications,

interactions between lender and guarantor, and school communications and updates.

“We appreciate the feedback our school clients provided and are working to address these areas,” said Peterson.

Some focus areas for the next year include re-designing our publications and some of the information available at our Web site, as well as enhancing school updates and other communications. We will continue to work with lenders and schools to offer the most streamlined and efficient processes for schools and borrowers.

College Assist would like to thank everyone who took the time to complete the survey and encourage similar feedback throughout the year. Comments, suggestions, and questions related to our service delivery can be directed at any time to [teena.cooper@college-assist.com](mailto:teena.cooper@college-assist.com).

*In the results that follow, “non applicable” and “don’t know” responses have been excluded from the percentage calculations.*

		2008
Overall satisfaction with College Assist	Always or Mostly Satisfied	94%
Service from College Assist client rep	Always or Mostly Satisfied	93%
Service from College Assist phone staff	Always or Mostly Satisfied	87%
Service from College Assist staff — e-mail	Always or Mostly Satisfied	99%
Quality of College Assist training	Always or Mostly Satisfied	94%
College Assist in comparison to other GAs	Definitely or Somewhat Better	70%
College Assist services, visits, and support	Improved or Stayed the Same	92%