

Johnson College
2021 Assessment Day - Financial Aid

1 - Did you receive Financial Aid this year?									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Yes	(1)	91	81.25%			1.19			
No	(2)	21	18.75%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
112/433 (25.87%)	1.19	0.39							

2 - Did you receive printed information about financial aid, including programs, policies, and the application process?									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Yes	(1)	69	76.67%			1.23			
No	(2)	21	23.33%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
90/433 (20.79%)	1.23	0.43							

3 - The financial aid staff was courteous and polite.									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Strongly Agree	(1)	39	43.33%			1.64			
Agree	(2)	45	50.00%						
Disagree	(3)	5	5.56%						
Strongly Disagree	(4)	1	1.11%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
90/433 (20.79%)	1.64	0.64							

4 - The financial aid staff seemed knowledgeable about financial aid policies and procedures.									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Strongly Agree	(1)	34	37.78%			1.69			
Agree	(2)	51	56.67%						
Disagree	(3)	4	4.44%						
Strongly Disagree	(4)	1	1.11%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
90/433 (20.79%)	1.69	0.61							

5 - The financial aid staff treated my case in a fair and unbiased manner.									
Response Option	Weight	Frequency	Percent	Percent Responses		Means			
Strongly Agree	(1)	36	40.00%			1.66			
Agree	(2)	49	54.44%						
Disagree	(3)	0	0.00%						
Strongly Disagree	(4)	3	3.33%						
Not Applicable	(0)	2	2.22%						
				0	25	50	75	100	Question
Response Rate	Mean	STD							
90/433 (20.79%)	1.66	0.66							

* I qualified for student aid my balance was 997 dollars I paid but then they came back and stated I owe more money which was rude and misleading.

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6 - Do you have any other comments about the Financial Aid office?

Response Rate 10/433 (2.31%)

- none
- I can't really think of anything to say at this time.
- Not charge students for class fees and facilities fees when they only have an internship. Why pay for something they are not able to use.
- Everyone has been super helpful in my time at the school.
- N/A
- They did a good job at helping me understand my costs that I wasn't sure about.
- They were always quick to respond when I had any questions and clarified anything I needed.
- The only good financial aid advisor was Jessica Farrell, and it's a shame she's not at Johnson College anymore. She was always extremely helpful and prompt with a reply for any questions I had. Whoever is there now in the financial aid office is obviously not doing their job since I emailed and left a message looking for a reply and never got a single one. I emailed a Liz Renda and never got a reply, and I called and left a message for a Theresa Watson and never heard anything back. I had a simple yes or no question regarding my scholarship, and I ended up calling Veteran's Affairs to get my answer and I got it within five minutes of calling, which is extremely sad considering how much of a pain they can be to deal with. Needless to say I'm not looking forward to having to set up my financial aid in the fall because I have a feeling it will be a nightmare.
- no
- N/A

7 - What program are you in?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	2	1.79%		<p>10.71</p>
Architectural Drafting & Design	(2)	6	5.36%		
Automotive Technology	(3)	6	5.36%		
Biomedical Equipment Technology	(4)	9	8.04%		
Building & Property Maintenance	(5)	0	0.00%		
Carpentry and Cabinetmaking	(6)	8	7.14%		
Computer Information Technology	(7)	5	4.46%		
Diesel Truck Technology	(8)	6	5.36%		
Diesel Preventative Maintenance	(9)	0	0.00%		
Electrical Construction & Maintenance	(10)	14	12.50%		
Electronic Engineering	(11)	4	3.57%		
Heating, Ventilation, & Air Conditioning	(12)	10	8.93%		
Heavy Equipment Technology	(13)	0	0.00%		
Logistics & Supply Chain Management	(14)	2	1.79%		
Physical Therapist Assistant	(15)	4	3.57%		
Radiologic Technology	(16)	10	8.93%		
Veterinary Technology	(17)	20	17.86%		
Welding	(18)	6	5.36%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
112/433 (25.87%)	10.71	5.37			