

INFORMATION
October 24, 2003

HIGHER EDUCATIONAL AIDS BOARD
BOARD REPORT #04-04
2003 HEAB SURVEY RESULTS

In July 2003 HEAB sent a survey to all financial aid offices. Overall participation in the survey was 78%, UW 86%, Technical Colleges 75% and Independent Colleges and Universities 67%. We asked how often the financial aid offices would like to receive the notification list and the majority requested the notification list weekly. The Academic Excellence notification list would like to be received on a monthly basis. The majority of the financial aid offices felt that the notification list fit their needs, however some felt that changes such as clearer instructions, eligibility for 8th, 9th and 10th semester awards, and the selective service indicator needed improvement. We are in the process of improving these issues. Voucher processing and checks are received in a timely manner. Questions to the grant specialist's are answered timely. The financial aid offices felt that the HEAB website had a lot of valuable information, such as the forms, individuals to contact, board reports, templates and the policy and procedure manual. It was suggested that we also have a section just for students and parents and this is also a project that we have begun work on.

Higher Educational Aids Board Survey –

[SAMPLE – DO NOT COMPLETE]

The following is a survey from the Higher Educational Aids Board to collect your input and ideas.

Please indicate your school _____

1. Presently we are producing a notification list weekly. How often would you like to receive the notification list?
 - a. Weekly
 - b. Bi-weekly
 - c. Monthly
 - d. Every week for the first month of the semester and then reduce to biweekly
 - e. Other

2. Does the format of the notification list fit your needs? If not, what changes would you like to see?

3. What do you like/dislike about the notification list?

4. Do you have voucher processing problems? Please explain.

5. Are you receiving the checks in a timely manner?

6. Are your questions answered in a timely manner?
 - a. Yes
 - b. No

7. How often do you need an Academic Excellence Scholarship notification list, after eligibility for the new academic year is determined?

8. Would you like to see changes in how you are notified of the Academic Excellence Scholarship freshmen recipients? If yes, please explain.

9. Have you visited the HEAB website (<http://heab.state.wi.us>)?

10. What resources on the website are useful to you?

11. Do you have any suggestions for changes or additions to the HEAB website?

We appreciate your taking the time to complete this survey. Please return to HEAB either by regular mail (P.O. Box 7885, Madison, WI 53707) or e-mail sherrie.nelson@heab.state.wi.us by **July 17, 2003**.