

# Performance Matrix Report

## Financial Aid Customer Satisfaction

### Actual vs. CSU Mean

2004/05

Measure (Location)	CSU		Sacramento		San Bernardino		San Luis Obispo	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Accuracy of Answers	3.84	3.84	3.72	3.84	3.82	3.84	4.07	3.84
Q- Courtesy Financial Aid Staff	4.02	4.02	3.88	4.02	4.04	4.02	4.30	4.02
Q- Financial Aid office publications	3.65	3.65	3.62	3.65	--	3.65	3.64	3.65
Q- Information on Website	3.75	3.75	3.65	3.75	3.92	3.75	3.65	3.75
Q- Overall Service Fin Aid	3.87	3.87	3.76	3.87	3.94	3.87	3.96	3.87
Q- Service hours	3.60	3.60	3.60	3.60	3.87	3.60	3.17	3.60
Q- Timeliness disbursement	3.78	3.78	3.59	3.78	--	3.78	4.01	3.78
Q- Timeliness notice	3.92	3.92	3.90	3.92	--	3.92	4.02	3.92
Q- Waiting time/Financial Aid Office	3.75	3.75	3.52	3.75	3.88	3.75	3.88	3.75