Please circle the most appropriate response.

**Admissions:**

Applying to Leeward CC was easy ........................................ AS A N D DS DNA
I heard about my acceptance in a timely manner .................... AS A N D DS DNA
Proving my residency status was easy to accomplish .............. AS A N D DS DNA
I knew what to do next after being admitted ........................ AS A N D DS DNA

In order to improve the Admissions process you should _________________________________________________________
__________________________________________________________________________________________________

**Records**

Getting a copy of my transcript is easy to do ........................ AS A N D DS DNA
Requesting a transcript evaluation was easy to do................ AS A N D DS DNA
When I need a record I receive it in a timely manner .......... AS A N D DS DNA
I know what to do if I have a problem with course registration or a grade AS A N D DS DNA
When there is a problem with a record of mine the problem is resolved easily and quickly .......... AS A N D DS DNA

In order to improve the Records office you should _________________________________________________________
__________________________________________________________________________________________________

**Financial Aid**

Applying for Financial Aid was easy ................................. AS A N D DS DNA
Once I filled out my FAFSA I knew what to do next ............... AS A N D DS DNA
I received my award in a timely manner ............................... AS A N D DS DNA
If I was not eligible for aid I received an explanation ........... AS A N D DS DNA
Paying for college is easy ........................................ AS A N D DS DNA
Finding information about Financial Aid is easy ................ AS A N D DS DNA
If I have a problem with Financial Aid I can get help easily .... AS A N D DS DNA

In order to improve the Financial Aid process, you should _________________________________________________________
__________________________________________________________________________________________________

**Cashier**

Paying for college bills online is easy to do ......................... AS A N D DS DNA
Paying for college bills by credit card is easy to do .......... AS A N D DS DNA
Paying for college bills by check is easy to do .................... AS A N D DS DNA
Paying for college bills by cash is easy to do ...................... AS A N D DS DNA
Understanding my financial obligation is clear ................. AS A N D DS DNA
If I have a problem with my bill I can get help easily .......... AS A N D DS DNA

In order to improve the cashiering function you should _________________________________________________________
__________________________________________________________________________________________________

**Counseling and Advising**

Finding information about NSO (New Student Orientation) was easy AS A N D DS DNA
Attending NSO was informative and helpful ........................ AS A N D DS DNA
Making an appointment with a counselor was easy to do ........ AS A N D DS DNA
My counselor helped me learn about STAR ....................... AS A N D DS DNA
My counselor was knowledgeable and helpful .................... AS A N D DS DNA
I know where to go if I need help with academic concerns .... AS A N D DS DNA
I know where to go if I need help with personal concerns .... AS A N D DS DNA
I was able to see a counselor when I needed to .................. AS A N D DS DNA

In order to improve Counseling and Advising you should _________________________________________________________
__________________________________________________________________________________________________
Student Life
I am aware of the Student Life Office ........................................... AS A N D DS DNA
I am aware of the Student Government as my representative
  voice in college affairs...................................................... AS A N D DS DNA
I am aware of how my student fees are used to support campus events ... AS A N D DS DNA
I am aware of student organizations on campus......................... AS A N D DS DNA
I use the Student Lounge .................................................. AS A N D DS DNA
I have attended a Student Life-sponsored event ....................... AS A N D DS DNA
In order to improve Student Life you should ________________________________
________________________________________________________________________
________________________________________________________________________

Student Health Center
I have used the Student Health Center .................................. AS A N D DS DNA
I know where the Student Health Center is and when it is open .... AS A N D DS DNA
I know about services available from the Student Health Center ...... AS A N D DS DNA
I have Health Insurance ..................................................... AS A N D DS DNA
In order to improve the Student Health Center you should ______________
________________________________________________________________________

Job Prep Services
I know where the Job Prep Services office is .......................... AS A N D DS DNA
I know I can get career information at Job Prep Services .......... AS A N D DS DNA
I know I can get help finding a job at Job Prep Services .......... AS A N D DS DNA
I know I can get internships or job shadows at Job Prep Services .... AS A N D DS DNA
I have visited Job Prep Services ........................................... AS A N D DS DNA
In order to improve Job Prep Services you should _________________________
________________________________________________________________________

Recruiting
My school was visited by someone from Leeward Community College .. AS A N D DS DNA
I took a tour of Leeward Community College before coming here ........ AS A N D DS DNA
Information about Leeward Community College programs is easy
to find .......................................................... AS A N D DS DNA
In order to improve recruiting you should ________________________________
________________________________________________________________________

System issues
Setting up my MyUH account was easy .................................. AS A N D DS DNA
Registering for classes using MyUH was easy ........................ AS A N D DS DNA
Using eRefund is easy to do .............................................. AS A N D DS DNA
In order to improve UH System issues you should _______________________
________________________________________________________________________

Student Services in general
People working in Student Services are helpful ....................... AS A N D DS DNA
When I have come to a Student Services Office I have received
  prompt, courteous assistance ........................................... AS A N D DS DNA
If I have had a problem, Student Services Offices have provided
  assistance in crafting a solution ..................................... AS A N D DS DNA
If I have required interaction with the Dean, I have been treated
  fairly and respectfully .............................................. AS A N D DS DNA
In order to improve Student Services you should _________________________
________________________________________________________________________

Thank you for taking the time to help us serve students at Leeward better. Please contact the Dean of Student Services at cmanaser@hawaii.edu with any specific suggestions for improvement not covered by this survey.