

**ASSOCIATED STUDENTS OF  
MICHIGAN STATE UNIVERSITY  
GENERAL ASSEMBLY  
FIFTY-FOURTH SESSION**

**BILL NO. 54-45**

**INTRODUCED BY:** Ressio

**SECONDED BY:** Person

**A BILL TO:** advocate for the installment of a consistent feedback system for the Office of Financial Aid

**THE ASSOCIATED STUDENTS OF MICHIGAN STATE UNIVERSITY ENACT:**

**WHEREAS,** Solidifying a method of financing their studies is a critical part of a student's enrollment; and,

**WHEREAS,** Staff in the Office of Financial Aid speaking to students about interactions between their office and an individual student's finances are in a position to positively or negatively impact the student's anxieties about and understanding of the university financing system; and,

**WHEREAS,** Students have reported varying satisfaction levels with the attitude, knowledge, and quality of assistance of staff members they interact with in regard to the reason they contacted the Office of Financial Aid; and,

**WHEREAS,** Only a limited number of students are currently given a voice regarding the quality of service they receive from the Office of Financial Aid, a direct result of the limited number of surveys that are offered in either a digital or paper format<sup>1</sup>; and,

**WHEREAS,** The Office of Financial Aid receives as many as 900 calls and 450 walk-in appointments on busy days, making it difficult to survey every student at the time of interaction; therefore, be it

**RESOLVED,** The Associated Students of Michigan State University will advocate for the Office of Financial Aid to create a digital feedback system that will be offered to every student that interacts with the Office of Financial Aid to evaluate their satisfaction with the services they were provided by individual staff members and the Office of Financial Aid as a department.

INTRODUCED ON Mar.15.2018

REFERRED TO Academic Committee COMMITTEE ON Mar.15.2018

SPECIAL ACTION TAKEN Sent to GA DATE Mar.15.2018

COMMITTEE ACTION X Voice-Majority Mar.15.2018  
PASSED FAILED VOTE DATE

FINAL ACTION TAKEN X Voice-Majority Mar.22.2018  
PASSED FAILED VOTE DATE

  
PRESIDENT

  
VP/IA

