

# 2010 Bursar's Office Assessment Day Survey Results

Last Modified: 04/14/2010

## 1. Enrollment Information

| # | Answer            | Response | %    |
|---|-------------------|----------|------|
| 1 | Full-time student | 805      | 89%  |
| 2 | Part-time student | 101      | 11%  |
|   | Total             | 906      | 100% |

| Statistic          | Value |
|--------------------|-------|
| Min Value          | 1     |
| Max Value          | 2     |
| Mean               | 1.11  |
| Variance           | 0.10  |
| Standard Deviation | 0.31  |
| Total Responses    | 906   |

## 2. Housing

| # | Answer                  | Response | %    |
|---|-------------------------|----------|------|
| 1 | Live in Residence Halls | 211      | 23%  |
| 2 | Live Off-Campus         | 698      | 77%  |
|   | Total                   | 909      | 100% |

| Statistic          | Value |
|--------------------|-------|
| Min Value          | 1     |
| Max Value          | 2     |
| Mean               | 1.77  |
| Variance           | 0.18  |
| Standard Deviation | 0.42  |
| Total Responses    | 909   |

**3. Please indicate your opinion about the following tuition-related services. For all Lickert items, “excellent” = 1 and “unsatisfactory” = 4, so lower means are more positive than higher means.**

| # | Question                                 | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|--|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Tuition billing statement clarity        | 262       | 478          | 115               | 25             | 880       | 1.89 |
| 2 | Availability of tuition cost information | 223       | 474          | 154               | 28             | 879       | 1.99 |
| 3 | Availability of tuition due dates        | 241       | 458          | 141               | 33             | 873       | 1.96 |
| 4 | OASIS Payment Plan ease of use           | 156       | 243          | 105               | 20             | 524       | 1.98 |

| Statistic          | Tuition billing statement clarity | Availability of tuition cost information | Availability of tuition due dates | OASIS Payment Plan ease of use |
|--------------------|-----------------------------------|--|-----------------------------------|--------------------------------|
| Min Value          | 1                                 | 1  | 1                                 | 1                              |
| Max Value          | 4                                 | 4  | 4                                 | 4                              |
| Mean               | 1.89                              | 1.99                                     | 1.96                              | 1.98                           |
| Variance           | 0.53                              | 0.56                                     | 0.59                              | 0.65                           |
| Standard Deviation | 0.73                              | 0.75                                     | 0.77                              | 0.81                           |
| Total Responses    | 880                               | 879                                      | 873                               | 524                            |

**4. Please indicate your opinion about the following services related to the refund process.**

| # | Question   | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|--|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Clarity of refund schedule for dropped classes and withdrawals | 154       | 353          | 161               | 50             | 718       | 2.15 |
| 2 | Timeliness of refunds for dropped classes and withdrawals      | 138       | 317          | 143               | 54             | 652       | 2.17 |
| 3 | Timeliness of financial aid refunds                            | 177       | 345          | 188               | 77             | 787       | 2.21 |
| 4 | Convenience of using Higher One for refunds                    | 240       | 278          | 133               | 61             | 712       | 2.02 |

| Statistic          | Clarity of refund schedule for dropped classes and withdrawals | Timeliness of refunds for dropped classes and withdrawals | Timeliness of financial aid refunds | Convenience of using Higher One for refunds |
|--------------------|--|---|-------------------------------------|---|
| Min Value          | 1  | 1   | 1                                   | 1   |
| Max Value          | 4  | 4   | 4                                   | 4   |
| Mean               | 2.15   | 2.17  | 2.21                                | 2.02  |
| Variance           | 0.70   | 0.73  | 0.81                                | 0.87  |
| Standard Deviation | 0.83   | 0.86  | 0.90                                | 0.93  |
| Total Responses    | 718  | 652   | 787                                 | 712   |

**5. Please indicate your opinion about the following services related to communication from the Bursar's Office.**

| # | Question                             | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|--------------------------------------|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Utilization of e-mail correspondence | 241       | 406          | 102               | 23             | 772       | 1.88 |
| 2 | Utilization of text messaging        | 120       | 207          | 122               | 33             | 482       | 2.14 |
| 3 | Written correspondence               | 135       | 392          | 104               | 28             | 659       | 2.04 |

| Statistic          | Utilization of e-mail correspondence | Utilization of text messaging | Written correspondence |
|--------------------|--------------------------------------|-------------------------------|------------------------|
| Min Value          | 1                                    | 1                             | 1                      |
| Max Value          | 4                                    | 4                             | 4                      |
| Mean               | 1.88                                 | 2.14                          | 2.04                   |
| Variance           | 0.55                                 | 0.76                          | 0.53                   |
| Standard Deviation | 0.74                                 | 0.87                          | 0.73                   |
| Total Responses    | 772                                  | 482                           | 659                    |

## 6. Please indicate your opinion about customer service in the Bursar's Office.

| # | Question  | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|---|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Staff availability                                    | 257       | 488          | 87                | 25             | 857       | 1.86 |
| 2 | Clarity and conciseness of responses to inquiries     | 241       | 438          | 122               | 45             | 846       | 1.97 |
| 3 | Staff knowledge of University policies and procedures | 271       | 421          | 115               | 42             | 849       | 1.92 |
| 4 | Overall customer service                              | 249       | 453          | 109               | 50             | 861       | 1.95 |

| Statistic          | Staff availability | Clarity and conciseness of responses to inquiries | Staff knowledge of University policies and procedures | Overall customer service |
|--------------------|--------------------|---|---|--------------------------|
| Min Value          | 1                  | 1   | 1   | 1                        |
| Max Value          | 4                  | 4   | 4   | 4                        |
| Mean               | 1.86               | 1.97  | 1.92  | 1.95                     |
| Variance           | 0.50               | 0.64  | 0.65  | 0.65                     |
| Standard Deviation | 0.71               | 0.80  | 0.80  | 0.80                     |
| Total Responses    | 857                | 846   | 849   | 861                      |

## 7. Please indicate your opinion about other services in the Bursar's Office.

| # | Question  | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|---|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Clarity of procedure to obtain a parking permit                   | 225       | 345          | 83                | 26             | 679       | 1.87 |
| 2 | Availability of tuition tax information                           | 141       | 324          | 135               | 35             | 635       | 2.10 |
| 3 | Availability and convenience of loan entrance and exit counseling | 143       | 322          | 96                | 34             | 595       | 2.04 |

| Statistic          | Clarity of procedure to obtain a parking permit | Availability of tuition tax information | Availability and convenience of loan entrance and exit counseling |
|--------------------|---|---|---|
| Min Value          | 1   | 1                                       | 1   |
| Max Value          | 4   | 4                                       | 4   |
| Mean               | 1.87  | 2.10                                    | 2.04  |
| Variance           | 0.59  | 0.65                                    | 0.63  |
| Standard Deviation | 0.77  | 0.80                                    | 0.79  |
| Total Responses    | 679   | 635                                     | 595   |

## 8. Please share your opinions about the Bursar's Website.

| # | Question                             | Excellent | Satisfactory | Needs Improvement | Unsatisfactory | Responses | Mean |
|---|--------------------------------------|-----------|--------------|-------------------|----------------|-----------|------|
| 1 | Ease of navigation                   | 183       | 407          | 96                | 25             | 711       | 1.95 |
| 2 | Accessibility of desired information | 180       | 401          | 116               | 24             | 721       | 1.98 |
| 3 | Relevance of available information   | 174       | 435          | 89                | 21             | 719       | 1.94 |
| 4 | General appearance                   | 186       | 426          | 93                | 20             | 725       | 1.93 |

| Statistic          | Ease of navigation | Accessibility of desired information | Relevance of available information | General appearance |
|--------------------|--------------------|--------------------------------------|------------------------------------|--------------------|
| Min Value          | 1                  | 1                                    | 1                                  | 1                  |
| Max Value          | 4                  | 4                                    | 4                                  | 4                  |
| Mean               | 1.95               | 1.98                                 | 1.94                               | 1.93               |
| Variance           | 0.53               | 0.54                                 | 0.48                               | 0.49               |
| Standard Deviation | 0.73               | 0.74                                 | 0.69                               | 0.70               |
| Total Responses    | 711                | 721                                  | 719                                | 725                |

## 9. Please provide additional comments below.

### Text Response

Although there were some negative comments, the vast majority were positive. Summary themes are below.

- The loan reimbursement process needs to be faster
- Send out bills in a more timely fashion
- Better advertising of due dates for tuition payment
- Billing statement needs explanation of charges
- The refund process needs greater clarity
- Deadline for which a student can receive a 50% refund for dropped classes needs to be clear
- Lines are too long

| Statistic       | Value |
|-----------------|-------|
| Total Responses | 122   |

## 10. Gender

| Value | Total |
|-------|-------|
| M     | 254   |
| F     | 657   |

## 11. Race

| Value                          | Total |
|--------------------------------|-------|
| White                          | 793   |
| African American               | 35    |
| Asian/Pacific Islander         | 26    |
| Hispanic                       | 14    |
| American Indian/Alaskan Native | 4     |
| International Students         | 2     |
| [No Value]                     | 37    |

## 12. Class

| Value | Total |
|-------|-------|
| SO    | 151   |
| SR    | 323   |
| GR    | 197   |
| JR    | 144   |
| FR    | 96    |