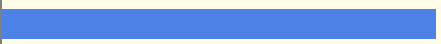



Assessment Day Bursar's Survey Results – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

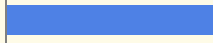

Last Modified: 03/07/2012

1. Enrollment Information

#	Answer		Response	%
1	Full-time student		263	91%
2	Part-time student		26	9%
	Total		289	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.09
Variance	0.08
Standard Deviation	0.29
Total Responses	289

2. Housing

#	Answer		Response	%
1	Live in Residence Halls		126	44%
2	Live Off-Campus		163	56%
	Total		289	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.56
Variance	0.25
Standard Deviation	0.50
Total Responses	289

3. Please indicate your opinion about the following tuition-related services.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Tuition billing statement clarity	95	125	47	11	278	1.91
2	Availability of tuition cost information	84	126	56	14	280	2.00
3	Availability of tuition due dates	89	118	51	16	274	1.98
4	OASIS Payment Plan ease of use	42	63	31	11	147	2.07

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	1.91	2.00	1.98	2.07
Variance	0.66	0.70	0.75	0.80
Standard Deviation	0.81	0.84	0.86	0.89
Total Responses	278	280	274	147

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	47	104	52	21	224	2.21
2	Timeliness of refunds for dropped classes and withdrawals	42	89	52	19	202	2.24
3	Timeliness of financial aid refunds	46	114	54	30	244	2.28
4	Convenience of using Higher One for refunds	66	100	30	24	220	2.05

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	2.21	2.24	2.28	2.05
Variance	0.78	0.79	0.83	0.87
Standard Deviation	0.88	0.89	0.91	0.93
Total Responses	224	202	244	220

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	73	122	26	15	236	1.93
2	Utilization of text messaging	39	61	32	20	152	2.22
3	Written correspondence	46	111	35	15	207	2.09

Statistic	Utilization of e-mail correspondence	Utilization of text messaging	Written correspondence
Min Value	1	1	1
Max Value	4	4	4
Mean	1.93	2.22	2.09
Variance	0.67	0.95	0.68
Standard Deviation	0.82	0.98	0.82
Total Responses	236	152	207

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Staff availability	76	159	26	9	270	1.88
2	Clarity and conciseness of responses to inquiries	73	131	51	15	270	2.03
3	Staff knowledge of University policies and procedures	80	139	34	14	267	1.93
4	Overall customer service	84	132	37	22	275	1.99

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	1.88	2.03	1.93	1.99
Variance	0.50	0.68	0.63	0.76
Standard Deviation	0.71	0.83	0.80	0.87
Total Responses	270	270	267	275

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	66	112	27	6	211	1.87
2	Availability of tuition tax information	42	94	48	20	204	2.23
3	Availability and convenience of loan entrance and exit counseling	38	98	27	15	178	2.11

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	2.23	2.11
Variance	0.54	0.79	0.69
Standard Deviation	0.74	0.89	0.83
Total Responses	211	204	178

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Ease of navigation	59	140	36	7	242	1.96
2	Accessibility of desired information	62	133	45	6	246	1.98
3	Relevance of available information	64	138	37	6	245	1.94
4	General appearance	74	140	26	5	245	1.84

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	1.96	1.98	1.94	1.84
Variance	0.51	0.53	0.51	0.47
Standard Deviation	0.71	0.73	0.71	0.68
Total Responses	242	246	245	245

9. Please provide additional comments below.

Text Response

Responses are summarized into general themes below.

One theme is that students would like itemized lists of charges; i.e. they want to know exactly what they are paying for.

One respondent suggested that the office's website be improved.

Several respondents suggested that the office work to improve customer service.

Many students are unhappy that they are no longer able to use VISA cards to pay their tuition and fees.

Several students noted that it takes too long to get refunds.

When receiving a refund, one student would like it to be itemized.

There were some complaints about the OASIS payment system – one student could not understand why it worked for him/her several times and then rejected a payment later. Another believes it should be broken down into more options and lower payments.

Some respondents complimented the office on its service.

One respondent had a concern with payment deadlines for the spring semester, noting the expense many families incur over the holidays.

One respondent suggested that at least one representative in both the Bursar's and Financial Aid Offices should be able to handle questions about mistakes on billing statements without sending the student back and forth between offices.

More timely warnings regarding additional tuition and fees (as in the case of a student adding a class) need to be given.

Some respondents complimented the Bursar's Office on its service.

One respondent does not like the HigherOne program. It appears that it does not get refunds to students until a week after the semester begins.

Statistic	Value
Total Responses	40