

## 2014 Assessment Day Bursar's Office Survey Report For the Likert Scale Question, Higher Means are More Positive than Lower Means

Last Modified: 04/24/2014

### 1. Enrollment Information

#	Answer	Response	%
1	Full-time student	269	92%
2	Part-time student	24	8%
	Total	293	100%

### 2. Housing

#	Answer	Response	%
1	Live in Residence Halls	87	30%
2	Live Off-Campus	206	70%
	Total	293	100%

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Tuition billing statement clarity	101	124	45	12	282	3.11
2	Availability of tuition cost information	90	128	49	18	285	3.02
3	Availability of tuition due dates	95	125	42	21	283	3.04
4	OASIS Payment Plan ease of use	74	57	31	4	166	3.21

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Clarity of refund schedule for dropped classes and withdrawals	75	103	34	22	234	2.99
2	Timeliness of refunds for dropped classes and withdrawals	63	92	38	17	210	2.96
3	Timeliness of financial aid refunds	70	111	50	21	252	2.91
4	Convenience of using Higher One for refunds	86	80	41	24	231	2.99

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Utilization of e-mail correspondence	85	124	22	11	242	3.17
3	Written correspondence	69	100	27	8	204	3.13

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Staff availability	107	140	25	7	279	3.24
2	Clarity and conciseness of responses to inquiries	107	124	31	11	273	3.20
3	Staff knowledge of University policies and procedures	112	121	28	9	270	3.24
4	Overall customer service	106	125	36	13	280	3.16

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Clarity of procedure to obtain a parking permit	90	106	24	6	226	3.24
2	Availability of tuition tax information	57	96	42	12	207	2.96
3	Availability and convenience of loan entrance and exit counseling	61	96	30	9	196	3.07

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Ease of navigation	73	133	27	9	242	3.12
2	Accessibility of desired information	75	129	30	7	241	3.13
3	Relevance of available information	72	141	23	3	239	3.18
4	General appearance	85	127	25	4	241	3.22

## 9. Please share your opinions about the integrated student financial portal CA\$Htrack.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Ease of navigation	71	99	27	10	207	3.12
2	Accessibility of desired information	71	103	25	8	207	3.14
3	Relevance of available information	68	111	23	5	207	3.17
4	General appearance	72	101	27	7	207	3.15

## 10. Please provide additional comments below.

### Text Response

All student comments were shared with the Bursar's Office.

Statistic	Value
Total Responses	50