

2015 Assessment Day Bursar's Office Survey Report For Likert Scale Questions, Higher Means are More Positive than Lower Means

Last Modified: 03/17/2015

1. Enrollment Information

#	Answer	Response	%
1	Full-time student	215	90%
2	Part-time student	25	10%
	Total	240	100%

2. Housing

#	Answer	Response	%
1	Live in Residence Halls	69	29%
2	Live Off-Campus	170	71%
	Total	239	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	82	111	27	10	230	3.15
2	Availability of tuition cost information	74	103	42	13	232	3.03
3	Availability of tuition due dates	76	105	36	15	232	3.04
4	OASIS Payment Plan ease of use	54	64	21	7	146	3.13

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	62	75	36	15	188	2.98
2	Timeliness of refunds for dropped classes and withdrawals	59	66	27	12	164	3.05
3	Timeliness of financial aid refunds	66	79	41	18	204	2.95
4	Convenience of using Higher One for refunds	65	70	28	18	181	3.01

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	86	80	21	10	197	3.23
3	Written correspondence	62	74	32	7	175	3.09

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	92	110	17	3	222	3.31
2	Clarity and conciseness of responses to inquiries	84	99	28	9	220	3.17
3	Staff knowledge of University policies and procedures	86	106	18	8	218	3.24
4	Overall customer service	81	100	34	10	225	3.12

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	73	68	23	5	169	3.24
2	Availability of tuition tax information	64	73	30	9	176	3.09
3	Availability and convenience of loan entrance and exit counseling	56	74	28	6	164	3.10

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Ease of navigation	70	95	32	8	205	3.11
2	Accessibility of desired information	66	97	34	9	206	3.07
3	Relevance of available information	70	102	23	10	205	3.13
4	General appearance	70	101	25	11	207	3.11

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	67	76	21	10	174	3.15
2	Accessibility of desired information	59	86	21	8	174	3.13
3	Relevance of available information	62	88	17	8	175	3.17
4	General appearance	62	83	20	10	175	3.13

10. Please provide additional comments below.

Text Response

All comments were shared with the Bursar's Office.

Statistic	Value
Total Responses	22