

# Bursar Survey Report: Assessment Day 2016

For the Likert Scale Questions, Higher Means are More Positive than Lower Means

Last Modified: 02/23/2016

## 1. Enrollment Information

#	Answer	Response	%
1	Full-time student	182	89%
2	Part-time student	23	11%
	Total	205	100%

## 2. Housing

#	Answer	Response	%
1	Live in Residence Halls	61	30%
2	Live Off-Campus	143	70%
	Total	204	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	72	92	22	9	195	3.16
2	Availability of tuition cost information	57	94	31	13	195	3.00
3	Availability of tuition due dates	61	94	26	12	193	3.06
4	OASIS Payment Plan ease of use	47	52	15	5	119	3.18

**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	40	73	22	10	145	2.99
2	Timeliness of refunds for dropped classes and withdrawals	31	66	19	7	123	2.98
3	Timeliness of financial aid refunds	37	85	25	15	162	2.89
4	Convenience of using Higher One for refunds	32	65	11	16	124	2.91

**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	59	83	17	5	164	3.20
3	Written correspondence	38	68	20	5	131	3.06

**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	68	99	16	4	187	3.24
2	Clarity and conciseness of responses to inquiries	59	102	17	9	187	3.13
3	Staff knowledge of University policies and procedures	63	101	13	7	184	3.20
4	Overall customer service	64	87	26	13	190	3.06

**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	51	79	18	4	152	3.16
2	Availability of tuition tax information	44	82	19	9	154	3.05
3	Availability and convenience of loan entrance and exit counseling	38	69	19	9	135	3.01

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Ease of navigation	48	96	22	6	172	3.08
2	Accessibility of desired information	42	103	22	4	171	3.07
3	Relevance of available information	49	101	16	3	169	3.16
4	General appearance	52	98	15	5	170	3.16

## 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	66	81	18	1	166	3.28
2	Accessibility of desired information	63	82	22	0	167	3.25
3	Relevance of available information	62	91	14	0	167	3.29
4	General appearance	53	94	17	3	167	3.18

## 10. Please provide additional comments below.

Text Response	
All comments were shared with the Bursar's Office.	
Statistic	Value
Total Responses	39