

Bursar's Survey Report

Assessment Day 2017

Bursar's Survey-2017

April 13th 2017, 9:03 am MDT

Q1 - Enrollment Information

#	Answer	Count
1	Full-time student	220
2	Part-time student	21
	Total	241

Q2 - Housing

#	Answer	Count
1	Live in Residence Halls	57
2	Live Off-Campus	183
	Total	240

Q3 - Please indicate your opinion about the following tuition-related services.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Tuition billing statement clarity	88	109	34	7	238
2	Availability of tuition cost information	76	106	46	8	236
3	Availability of tuition due dates	79	101	47	10	237
4	OASIS Payment Plan ease of use	61	56	26	5	148

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Tuition billing statement clarity	1.00	4.00	3.17	0.78	0.60	238
Availability of tuition cost information	1.00	4.00	3.06	0.81	0.65	236
Availability of tuition due dates	1.00	4.00	3.05	0.84	0.70	237
OASIS Payment Plan ease of use	1.00	4.00	3.17	0.83	0.69	148

Q4 - Please indicate your opinion about the following services related to the refund process.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Clarity of refund schedule for dropped classes and withdrawals	64	66	29	13	172
2	Timeliness of refunds for dropped classes and withdrawals	55	64	21	10	150
3	Timeliness of financial aid refunds	64	82	37	14	197
4	Convenience of using Heartland ECSI for refunds	46	57	11	6	120

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Clarity of refund schedule for dropped classes and withdrawals	1.00	4.00	3.05	0.92	0.84	172
Timeliness of refunds for dropped classes and withdrawals	1.00	4.00	3.09	0.87	0.76	150
Timeliness of financial aid refunds	1.00	4.00	2.99	0.89	0.80	197
Convenience of using Heartland ECSI for refunds	1.00	4.00	3.19	0.80	0.64	120

Q5 - Please indicate your opinion about the following services related to communication from the Bursar's Office.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Utilization of e-mail correspondence	71	91	29	11	202
3	Written correspondence	57	68	26	9	160

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Utilization of e-mail correspondence	1.00	4.00	3.10	0.84	0.70	202
Written correspondence	1.00	4.00	3.08	0.86	0.74	160

Q6 - Please indicate your opinion about customer service in the Bursar's Office.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Staff availability	74	117	25	9	225
2	Clarity and conciseness of responses to inquiries	77	105	26	12	220
3	Staff knowledge of University policies and procedures	85	96	27	10	218
4	Overall customer service	85	103	25	13	226

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Staff availability	1.00	4.00	3.14	0.76	0.58	225
Clarity and conciseness of responses to inquiries	1.00	4.00	3.12	0.82	0.67	220
Staff knowledge of University policies and procedures	1.00	4.00	3.17	0.82	0.67	218
Overall customer service	1.00	4.00	3.15	0.83	0.69	226

Q7 - Please indicate your opinion about other services in the Bursar's Office.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Clarity of procedure to obtain a parking permit	65	87	17	7	176
2	Availability of tuition tax information	63	89	26	10	188
3	Availability and convenience of loan entrance and exit counseling	56	75	24	9	164

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Clarity of procedure to obtain a parking permit	1.00	4.00	3.19	0.77	0.59	176
Availability of tuition tax information	1.00	4.00	3.09	0.82	0.68	188
Availability and convenience of loan entrance and exit counseling	1.00	4.00	3.09	0.84	0.70	164

Q8 - Please share your opinions about the Bursar's Website.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	66	114	28	3	211
2	Accessibility of desired information	65	110	32	6	213
3	Relevance of available information	71	113	22	6	212
4	General appearance	74	112	23	4	213

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Ease of navigation	1.00	4.00	3.15	0.69	0.48	211
Accessibility of desired information	1.00	4.00	3.10	0.75	0.56	213
Relevance of available information	1.00	4.00	3.17	0.72	0.52	212
General appearance	1.00	4.00	3.20	0.70	0.49	213

Q9 - Please share your opinions about the integrated student financial portal CA\$Htrack.

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	82	91	28	2	203
2	Accessibility of desired information	79	93	31	5	208
3	Relevance of available information	73	106	25	5	209
4	General appearance	73	95	33	6	207

Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
Ease of navigation	1.00	4.00	3.25	0.72	0.52	203
Accessibility of desired information	1.00	4.00	3.18	0.77	0.59	208
Relevance of available information	1.00	4.00	3.18	0.73	0.53	209
General appearance	1.00	4.00	3.14	0.78	0.61	207

Q10 - Please provide additional comments below.

Please provide additional comments below.

All comments were sent to the Bursar’s Office.