Bursar's Survey Report

Assessment Day 2018

Bursar's Survey-2018
April 19th 2018, 12:59 pm MDT

Q1 - Enrollment Information

#		Answer	Count
1		Full-time student	273
2		Part-time student	42
		Total	315

Q2 - Housing

#		Answer	Count
1		Live in Residence Halls	97
2		Live Off-Campus	218
		Total	315

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Tuition billing statement clarity	97	145	57	11	310
2	Availability of tuition cost information	91	150	55	13	309
3	Availability of tuition due dates	114	134	44	14	306
4	OASIS Payment Plan ease of use	80	80	31	8	199

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Tuition billing statement clarity	1.00	4.00	3.06	0.80	0.64	310
2	Availability of tuition cost information	1.00	4.00	3.03	0.80	0.64	309
3	Availability of tuition due dates	1.00	4.00	3.14	0.82	0.68	306
4	OASIS Payment Plan ease of use	1.00	4.00	3.17	0.83	0.69	199

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	70	86	60	11	227
2	Timeliness of refunds for dropped classes and withdrawals	59	82	40	12	193
3	Timeliness of financial aid refunds	77	100	63	23	263
4	Convenience of using Heartland ECSI for refunds	53	71	23	7	154

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of refund schedule for dropped classes and withdrawals	1.00	4.00	2.95	0.87	0.76	227
2	Timeliness of refunds for dropped classes and withdrawals	1.00	4.00	2.97	0.87	0.76	193
3	Timeliness of financial aid refunds	1.00	4.00	2.88	0.93	0.87	263
4	Convenience of using Heartland ECSI for refunds	1.00	4.00	3.10	0.82	0.66	154

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	100	113	39	14	266
3	Written correspondence	57	106	35	15	213

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Utilization of e-mail correspondence	1.00	4.00	3.12	0.85	0.72	266
2	Written correspondence	1.00	4.00	2.96	0.84	0.71	213

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Staff availability	112	137	26	13	288
2	Clarity and conciseness of responses to inquiries	119	116	36	16	287
3	Staff knowledge of University policies and procedures	122	122	30	12	286
4	Overall customer service	121	122	34	15	292

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Staff availability	1.00	4.00	3.21	0.79	0.62	288
2	Clarity and conciseness of responses to inquiries	1.00	4.00	3.18	0.86	0.73	287
3	Staff knowledge of University policies and procedures	1.00	4.00	3.24	0.80	0.64	286
4	Overall customer service	1.00	4.00	3.20	0.84	0.70	292

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	92	95	21	9	217
2	Availability of tuition tax information	80	104	48	10	242
3	Availability and convenience of loan entrance and exit counseling	75	97	34	5	211

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of procedure to obtain a parking permit	1.00	4.00	3.24	0.79	0.63	217
2	Availability of tuition tax information	1.00	4.00	3.05	0.83	0.69	242
3	Availability and convenience of loan entrance and exit counseling	1.00	4.00	3.15	0.77	0.59	211

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	90	123	41	10	264
2	Accessibility of desired information	90	123	46	9	268
3	Relevance of available information	101	125	36	9	271
4	General appearance	97	140	25	7	269

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.11	0.80	0.64	264
2	Accessibility of desired information	1.00	4.00	3.10	0.80	0.63	268
3	Relevance of available information	1.00	4.00	3.17	0.78	0.61	271
4	General appearance	1.00	4.00	3.22	0.71	0.51	269

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	109	121	35	8	273
2	Accessibility of desired information	111	113	41	10	275
3	Relevance of available information	125	118	26	5	274
4	General appearance	100	131	31	10	272

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.21	0.77	0.60	273
2	Accessibility of desired information	1.00	4.00	3.18	0.82	0.67	275
3	Relevance of available information	1.00	4.00	3.32	0.72	0.52	274
4	General appearance	1.00	4.00	3.18	0.77	0.60	272

Q10 - Please provide additional comments below.

All comments were sent to the Bursar's Office