



Bursar's Survey

Assessment Day 2019

Bursar's Survey-2019

April 11th 2019, 1:03 pm MDT

1 - Enrollment Information

#	Answer	Count
1	Full-time student	184
2	Part-time student	22
	Total	206

2 - Housing

#	Answer	Count
1	Live in Residence Halls	47
2	Live Off-Campus	159
	Total	206

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Tuition billing statement clarity	88	69	29	10	196
2	Availability of tuition cost information	78	77	30	10	195
3	Availability of tuition due dates	85	69	24	13	191
4	OASIS Payment Plan ease of use	48	57	16	4	125

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Tuition billing statement clarity	1.00	4.00	3.20	0.87	0.76	196
2	Availability of tuition cost information	1.00	4.00	3.14	0.86	0.74	195
3	Availability of tuition due dates	1.00	4.00	3.18	0.90	0.81	191
4	OASIS Payment Plan ease of use	1.00	4.00	3.19	0.78	0.60	125

4 - 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	43	57	27	10	137
2	Timeliness of refunds for dropped classes and withdrawals	42	51	19	11	123
3	Timeliness of financial aid refunds	58	68	25	9	160
4	Convenience of using Heartland ECSI for refunds	38	38	8	3	87

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of refund schedule for dropped classes and withdrawals	1.00	4.00	2.97	0.90	0.80	137
2	Timeliness of refunds for dropped classes and withdrawals	1.00	4.00	3.01	0.92	0.85	123
3	Timeliness of financial aid refunds	1.00	4.00	3.09	0.86	0.73	160
4	Convenience of using Heartland ECSI for refunds	1.00	4.00	3.28	0.77	0.59	87

5 - 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	65	67	20	9	161
2	Written correspondence	46	61	14	7	128

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Utilization of e-mail correspondence	1.00	4.00	3.17	0.85	0.72	161
2	Written correspondence	1.00	4.00	3.14	0.82	0.67	128

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Staff availability	76	94	13	6	189
2	Clarity and conciseness of responses to inquiries	82	73	16	14	185
3	Staff knowledge of University policies and procedures	87	76	13	7	183
4	Overall customer service	87	73	18	10	188

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Staff availability	1.00	4.00	3.27	0.72	0.53	189
2	Clarity and conciseness of responses to inquiries	1.00	4.00	3.21	0.89	0.79	185
3	Staff knowledge of University policies and procedures	1.00	4.00	3.33	0.77	0.59	183
4	Overall customer service	1.00	4.00	3.26	0.84	0.70	188

7 - 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	77	48	12	6	143
2	Availability of tuition tax information	66	72	13	8	159
3	Availability and convenience of loan entrance and exit counseling	57	52	15	7	131

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of procedure to obtain a parking permit	1.00	4.00	3.37	0.81	0.65	143
2	Availability of tuition tax information	1.00	4.00	3.23	0.80	0.64	159
3	Availability and convenience of loan entrance and exit counseling	1.00	4.00	3.21	0.85	0.72	131

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	72	83	14	8	177
2	Accessibility of desired information	72	80	18	9	179
3	Relevance of available information	76	82	13	8	179
4	General appearance	71	84	14	8	177

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.24	0.78	0.61	177
2	Accessibility of desired information	1.00	4.00	3.20	0.81	0.66	179
3	Relevance of available information	1.00	4.00	3.26	0.78	0.61	179
4	General appearance	1.00	4.00	3.23	0.78	0.61	177

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total
1	Ease of navigation	74	75	16	6	171
2	Accessibility of desired information	74	80	14	5	173
3	Relevance of available information	76	78	12	6	172
4	General appearance	73	77	18	6	174

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.27	0.77	0.59	171
2	Accessibility of desired information	1.00	4.00	3.29	0.74	0.54	173
3	Relevance of available information	1.00	4.00	3.30	0.75	0.56	172
4	General appearance	1.00	4.00	3.25	0.77	0.60	174

10 - Please provide additional comments below.

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All responses were shared with the Bursar's Office.