



Bursar's Survey Results

Assessment Day 2022

1 - Enrollment Information

#	Answer	Count
1	Full-time student	70
2	Part-time student	10
	Total	80

2 - Housing

#	Answer	Count
1	Live in Residence Halls	13
2	Live Off-Campus	67
	Total	80

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Tuition billing statement clarity	4	11	33	31	79
2	Availability of tuition cost information	4	10	38	27	79
3	Availability of tuition due dates	5	8	31	29	73
4	OASIS Payment Plan ease of use	1	8	17	21	47

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Clarity of refund schedule for dropped classes and withdrawals	7	8	14	26	55
2	Timeliness of refunds for dropped classes and withdrawals	4	6	13	26	49
3	Timeliness of financial aid refunds	6	11	24	29	70
4	Convenience of using Heartland ECSI for refunds	0	4	19	24	47

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Utilization of e-mail correspondence	3	9	29	31	72
2	Written correspondence	1	8	20	23	52
3	Video Conference Communications (Ask the Bursar)	2	4	6	15	27
4	myMU Pop Ups correspondence	3	4	17	21	45

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Staff availability	1	11	27	30	69
2	Clarity and conciseness of responses to inquiries	4	8	32	26	70
3	Staff knowledge of University policies and procedures	1	5	34	31	71
4	Overall customer service	5	9	26	32	72

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Clarity of procedure to obtain a parking permit	5	5	23	23	56
2	Availability of tuition tax information	4	10	21	23	58
3	Availability and convenience of loan entrance and exit counseling	3	5	11	22	41

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	1	8	31	28	68
2	Accessibility of desired information	1	12	28	28	69
3	Relevance of available information	2	5	35	28	70
4	General appearance	0	5	33	31	69

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	2	9	30	30	71
2	Accessibility of desired information	2	8	32	31	73
3	Relevance of available information	1	5	35	32	73
4	General appearance	1	9	34	28	72

10 - Please provide additional comments below.

All comments were shared with the Bursar's Office.