



Bursar's Office Survey Results

Assessment Day 2024

Q1 - Enrollment Information

#	Answer	Count
1	Full-time student	317
2	Part-time student	67
	Total	384

Q2 - Housing

#	Answer	Count
1	Live in Residence Halls	52
2	Live Off-Campus	331
	Total	383

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Tuition billing statement clarity	7	53	169	132	361
2	Availability of tuition cost information	12	69	157	122	360
3	Availability of tuition due dates	13	57	150	133	353
4	OASIS Payment Plan ease of use	13	33	105	68	219

Q4 - 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	9	43	112	86	250
2	Timeliness of refunds for dropped classes and withdrawals	7	30	103	79	219
3	Timeliness of financial aid refunds	10	43	130	110	293
4	Convenience of using Heartland ECSI for refunds	2	32	93	65	192

Q5 - 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	7	29	174	128	338
2	Written correspondence	4	33	131	86	254
3	Video Conference Communications (Ask the Bursar)	5	21	58	45	129
4	myMU Pop Ups correspondence	4	33	96	61	194

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Staff availability	8	25	168	119	320
2	Clarity and conciseness of responses to inquiries	11	34	152	125	322
3	Staff knowledge of University policies and procedures	6	25	158	127	316
4	Overall customer service	6	26	155	141	328

Q7 - 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	32	93	79	209
2	Availability of tuition tax information	6	38	125	101	270

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	6	44	158	105	313
2	Accessibility of desired information	5	50	160	105	320
3	Relevance of available information	5	35	166	110	316
4	General appearance	4	37	171	108	320

Q9 - Please share your opinions about the integrated student financial portal, Marshall Student Account Center.

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	8	47	164	112	331
2	Accessibility of desired information	10	53	160	107	330
3	Relevance of available information	3	40	178	112	333
4	General appearance	2	42	173	113	330

Q10 - Please provide additional comments below.

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All comments were shared with the Bursar’s Office