


## Bursar's Survey Results – Assessment Day 2013

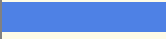

For Likert Scale Items, Excellent = 1 and Unsatisfactory = 4. Therefore, lower means are more positive than higher means.

Last Modified: 03/14/2013

### 1. Enrollment Information

#	Answer		Response	%
1	Full-time student		201	89%
2	Part-time student		26	11%
	Total		227	100%

### 2. Housing

#	Answer		Response	%
1	Live in Residence Halls		79	35%
2	Live Off-Campus		148	65%
	Total		227	100%

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Tuition billing statement clarity	61	109	41	7	218	1.97
2	Availability of tuition cost information	57	101	48	11	217	2.06
3	Availability of tuition due dates	65	99	40	12	216	2.00
4	OASIS Payment Plan ease of use	39	52	29	11	131	2.09

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Clarity of refund schedule for dropped classes and withdrawals	46	70	45	27	188	2.28
2	Timeliness of refunds for dropped classes and withdrawals	43	63	39	20	165	2.22
3	Timeliness of financial aid refunds	52	70	53	22	197	2.23
4	Convenience of using Higher One for refunds	57	62	35	23	177	2.14

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Utilization of e-mail correspondence	57	87	38	15	197	2.06
2	Utilization of text messaging	29	46	32	14	121	2.26
3	Written correspondence	42	76	32	9	159	2.05

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Staff availability	67	114	23	8	212	1.87
2	Clarity and conciseness of responses to inquiries	62	95	39	16	212	2.04
3	Staff knowledge of University policies and procedures	69	99	33	12	213	1.94
4	Overall customer service	68	90	41	17	216	2.03

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Clarity of procedure to obtain a parking permit	57	80	24	5	166	1.86
2	Availability of tuition tax information	41	63	43	18	165	2.23
3	Availability and convenience of loan entrance and exit counseling	44	64	35	9	152	2.06

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Total Responses	Mean
1	Ease of navigation	57	98	30	6	191	1.92
2	Accessibility of desired information	52	99	34	8	193	1.99
3	Relevance of available information	56	104	29	5	194	1.91
4	General appearance	56	107	27	4	194	1.89

## 9. Please provide additional comments below.

### Text Response

All comments were sent to the Bursar's Office immediately after Assessment Day.