

# 2011 Bursar's Assessment Day Survey Results

Last Modified: 04/15/2011

## 1. Enrollment Information

#	Answer	Response	%
1	Full-time student	352	93%
2	Part-time student	25	7%
	Total	377	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.07
Variance	0.06
Standard Deviation	0.25
Total Responses	377

## 2. Housing

#	Answer	Response	%
1	Live in Residence Halls	111	30%
2	Live Off-Campus	265	70%
	Total	376	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.70
Variance	0.21
Standard Deviation	0.46
Total Responses	376

**3. Please indicate your opinion about the following tuition-related services. Please note that, for all Lickert questions, Excellent = 1 and Unsatisfactory = 4, so lower means are more positive than higher means.**

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Tuition billing statement clarity	109	200	47	11	367	1.89
2	Availability of tuition cost information	98	193	58	18	367	1.99
3	Availability of tuition due dates	106	178	60	14	358	1.95
4	OASIS Payment Plan ease of use	62	94	49	11	216	2.04

Statistic	Tuition billing statement clarity	Availability of tuition cost information	Availability of tuition due dates	OASIS Payment Plan ease of use
Min Value	1	1	1	1
Max Value	4	4	4	4
Mean	1.89	1.99	1.95	2.04
Variance	0.53	0.62	0.62	0.72
Standard Deviation	0.73	0.79	0.79	0.85
Total Responses	367	367	358	216

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Clarity of refund schedule for dropped classes and withdrawals	83	127	62	20	292	2.07
2	Timeliness of refunds for dropped classes and withdrawals	74	119	53	24	270	2.10
3	Timeliness of financial aid refunds	94	133	65	33	325	2.11
4	Convenience of using Higher One for refunds	114	121	28	31	294	1.92

Statistic	Clarity of refund schedule for dropped classes and withdrawals	Timeliness of refunds for dropped classes and withdrawals	Timeliness of financial aid refunds	Convenience of using Higher One for refunds
Min Value	1	1	1	1
Max Value	4	4	4	4
Mean	2.07	2.10	2.11	1.92
Variance	0.77	0.82	0.89	0.90
Standard Deviation	0.88	0.90	0.94	0.95
Total Responses	292	270	325	294

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Utilization of e-mail correspondence	113	155	37	13	318	1.84
2	Utilization of text messaging	60	76	44	19	199	2.11
3	Written correspondence	77	152	43	10	282	1.95

Statistic	Utilization of e-mail correspondence	Utilization of text messaging	Written correspondence
Min Value	1	1	1
Max Value	4	4	4
Mean	1.84	2.11	1.95
Variance	0.61	0.90	0.57
Standard Deviation	0.78	0.95	0.75
Total Responses	318	199	282

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Staff availability	124	206	27	6	363	1.77
2	Clarity and conciseness of responses to inquiries	105	199	42	15	361	1.91
3	Staff knowledge of University policies and procedures	116	201	33	11	361	1.83
4	Overall customer service	107	194	43	25	369	1.96

Statistic	Staff availability	Clarity and conciseness of responses to inquiries	Staff knowledge of University policies and procedures	Overall customer service
Min Value	1	1	1	1
Max Value	4	4	4	4
Mean	1.77	1.91	1.83	1.96
Variance	0.43	0.57	0.51	0.68
Standard Deviation	0.65	0.75	0.71	0.82
Total Responses	363	361	361	369

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Clarity of procedure to obtain a parking permit	112	132	34	10	288	1.80
2	Availability of tuition tax information	80	128	53	20	281	2.05
3	Availability and convenience of loan entrance and exit counseling	84	130	41	16	271	1.96

Statistic	Clarity of procedure to obtain a parking permit	Availability of tuition tax information	Availability and convenience of loan entrance and exit counseling
Min Value	1	1	1
Max Value	4	4	4
Mean	1.80	2.05	1.96
Variance	0.61	0.76	0.70
Standard Deviation	0.78	0.87	0.84
Total Responses	288	281	271

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

#	Question	Excellent	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Ease of navigation	105	159	47	5	316	1.85
2	Accessibility of desired information	101	156	52	7	316	1.89
3	Relevance of available information	95	168	45	9	317	1.90
4	General appearance	106	171	38	7	322	1.83

Statistic	Ease of navigation	Accessibility of desired information	Relevance of available information	General appearance
Min Value	1	1	1	1
Max Value	4	4	4	4
Mean	1.85	1.89	1.90	1.83
Variance	0.52	0.56	0.55	0.51
Standard Deviation	0.72	0.75	0.74	0.71
Total Responses	316	316	317	322

## 9. Please provide additional comments below.

Text Response
Many comments were positive. Suggestions for improvement are summarized below.
Please accept Visa cards for payment.
There were complaints about "Higher One."
Make the statement concerning fees minus scholarships clearer.
Improve the website.
Improve the timeliness of service.
Parking permits should be honored on game days.
All fees should be clearly specified.
Adding additional staff would be helpful.
Please don't budget scholarship money.
Publicize payment deadlines more effectively.

Statistic	Value
Total Responses	60

## 10. Do you want to be entered into Assessment Day Prize Drawings?

#	Answer	Response	%
1	Yes	368	98%
2	No	7	2%
	Total	375	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.02
Variance	0.02
Standard Deviation	0.14
Total Responses	375