



Bursar's Survey Results

Assessment Day 2021

Bursar's Survey-2021
April 21st 2021, 9:37 am MDT

1 - Enrollment Information

#	Answer	Count
1	Full-time student	112
2	Part-time student	12
	Total	124

2 - Housing

#	Answer	Count
1	Live in Residence Halls	24
2	Live Off-Campus	100
	Total	124

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Tuition billing statement clarity	4	21	43	49	117
2	Availability of tuition cost information	5	18	46	47	116
3	Availability of tuition due dates	4	21	40	50	115
4	OASIS Payment Plan ease of use	3	12	30	30	75

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Tuition billing statement clarity	1.00	4.00	3.17	0.84	0.71	117
2	Availability of tuition cost information	1.00	4.00	3.16	0.84	0.71	116
3	Availability of tuition due dates	1.00	4.00	3.18	0.85	0.72	115
4	OASIS Payment Plan ease of use	1.00	4.00	3.16	0.83	0.69	75

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	2	20	32	28	82
2	Timeliness of refunds for dropped classes and withdrawals	3	14	26	28	71
3	Timeliness of financial aid refunds	4	15	48	40	107
4	Convenience of using Heartland ECSI for refunds	2	7	30	28	67

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of refund schedule for dropped classes and withdrawals	1.00	4.00	3.05	0.82	0.68	82
2	Timeliness of refunds for dropped classes and withdrawals	1.00	4.00	3.11	0.86	0.75	71
3	Timeliness of financial aid refunds	1.00	4.00	3.16	0.80	0.64	107
4	Convenience of using Heartland ECSI for refunds	1.00	4.00	3.25	0.76	0.58	67

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	6	14	35	51	106
2	Written correspondence	6	12	41	27	86

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Utilization of e-mail correspondence	1.00	4.00	3.24	0.89	0.78	106
2	Written correspondence	1.00	4.00	3.03	0.86	0.73	86

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Staff availability	3	13	37	52	105
2	Clarity and conciseness of responses to inquiries	7	12	40	46	105
3	Staff knowledge of University policies and procedures	3	11	37	56	107
4	Overall customer service	5	12	43	50	110

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Staff availability	1.00	4.00	3.31	0.80	0.63	105
2	Clarity and conciseness of responses to inquiries	1.00	4.00	3.19	0.88	0.78	105
3	Staff knowledge of University policies and procedures	1.00	4.00	3.36	0.78	0.61	107
4	Overall customer service	1.00	4.00	3.25	0.83	0.68	110

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	3	6	29	37	75
2	Availability of tuition tax information	6	10	34	30	80
3	Availability and convenience of loan entrance and exit counseling	3	9	32	25	69

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of procedure to obtain a parking permit	1.00	4.00	3.33	0.79	0.62	75
2	Availability of tuition tax information	1.00	4.00	3.10	0.89	0.79	80
3	Availability and convenience of loan entrance and exit counseling	1.00	4.00	3.14	0.80	0.65	69

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	2	8	46	42	98
2	Accessibility of desired information	2	14	38	48	102
3	Relevance of available information	2	9	46	46	103
4	General appearance	1	6	45	50	102

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.31	0.71	0.50	98
2	Accessibility of desired information	1.00	4.00	3.29	0.77	0.60	102
3	Relevance of available information	1.00	4.00	3.32	0.71	0.51	103
4	General appearance	1.00	4.00	3.41	0.65	0.42	102

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	35	57	103
2	Accessibility of desired information	1	11	37	51	100
3	Relevance of available information	1	9	36	55	101
4	General appearance	1	8	42	52	103

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.43	0.73	0.54	103
2	Accessibility of desired information	1.00	4.00	3.38	0.72	0.52	100
3	Relevance of available information	1.00	4.00	3.44	0.70	0.48	101
4	General appearance	1.00	4.00	3.41	0.67	0.46	103

10 - Please provide additional comments below.

All comments were shared with the Bursar's Office