



Bursar's Survey Results

Assessment Day 2023

3 - Enrollment Information

#	Answer	Count
1	Full-time student	54
2	Part-time student	8
	Total	62

4 - Housing

#	Answer	Count
1	Live in Residence Halls	14
2	Live Off-Campus	48
	Total	62

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Tuition billing statement clarity	4	6	22	27	59
2	Availability of tuition cost information	8	5	24	23	60
3	Availability of tuition due dates	2	3	28	25	58
4	OASIS Payment Plan ease of use	0	3	13	16	32

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Tuition billing statement clarity	1.00	4.00	3.22	0.88	0.78	59
2	Availability of tuition cost information	1.00	4.00	3.03	1.00	1.00	60
3	Availability of tuition due dates	1.00	4.00	3.31	0.72	0.52	58
4	OASIS Payment Plan ease of use	2.00	4.00	3.41	0.65	0.43	32

6 - 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	6	4	12	18	40
2	Timeliness of refunds for dropped classes and withdrawals	7	1	13	13	34
3	Timeliness of financial aid refunds	4	6	15	23	48
4	Convenience of using Heartland ECSI for refunds	1	2	12	15	30

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of refund schedule for dropped classes and withdrawals	1.00	4.00	3.05	1.07	1.15	40
2	Timeliness of refunds for dropped classes and withdrawals	1.00	4.00	2.94	1.11	1.23	34
3	Timeliness of financial aid refunds	1.00	4.00	3.19	0.95	0.90	48
4	Convenience of using Heartland ECSI for refunds	1.00	4.00	3.37	0.75	0.57	30

7 - 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	4	6	16	29	55
2	Written correspondence	6	3	15	16	40
3	Video Conference Communications (Ask the Bursar)	0	1	2	10	13
4	myMU Pop Ups correspondence	0	2	14	12	28

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Utilization of e-mail correspondence	1.00	4.00	3.27	0.92	0.85	55
2	Written correspondence	1.00	4.00	3.02	1.04	1.07	40
3	Video Conference Communications (Ask the Bursar)	2.00	4.00	3.69	0.61	0.37	13
4	myMU Pop Ups correspondence	2.00	4.00	3.36	0.61	0.37	28

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Staff availability	3	3	23	21	50
2	Clarity and conciseness of responses to inquiries	2	7	23	21	53
3	Staff knowledge of University policies and procedures	1	5	20	23	49
4	Overall customer service	3	7	19	26	55

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Staff availability	1.00	4.00	3.24	0.81	0.66	50
2	Clarity and conciseness of responses to inquiries	1.00	4.00	3.19	0.80	0.64	53
3	Staff knowledge of University policies and procedures	1.00	4.00	3.33	0.74	0.55	49
4	Overall customer service	1.00	4.00	3.24	0.87	0.76	55

9 - 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	5	12	16	36
2	Availability of tuition tax information	3	4	13	20	40

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Clarity of procedure to obtain a parking permit	1.00	4.00	3.14	0.95	0.90	36
2	Availability of tuition tax information	1.00	4.00	3.25	0.92	0.84	40

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	2	3	26	19	50
2	Accessibility of desired information	2	3	23	22	50
3	Relevance of available information	2	3	23	23	51
4	General appearance	1	3	25	21	50

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.24	0.74	0.54	50
2	Accessibility of desired information	1.00	4.00	3.30	0.75	0.57	50
3	Relevance of available information	1.00	4.00	3.31	0.75	0.57	51
4	General appearance	1.00	4.00	3.32	0.68	0.46	50

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	1	8	17	23	49
2	Accessibility of desired information	2	7	20	19	48
3	Relevance of available information	2	6	18	21	47
4	General appearance	1	4	24	20	49

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Ease of navigation	1.00	4.00	3.27	0.80	0.64	49
2	Accessibility of desired information	1.00	4.00	3.17	0.82	0.68	48
3	Relevance of available information	1.00	4.00	3.23	0.83	0.69	47
4	General appearance	1.00	4.00	3.29	0.70	0.49	49

12 - Please provide additional comments below.

Please provide additional comments below.

All comments were shared with the Bursar's Office