



Bursar's Survey Results

Assessment Day 2025

Q1 - Enrollment Information

#	Answer	Count
1	Full-time student	56
2	Part-time student	15
	Total	71

Q2 - Housing

#	Answer	Count
1	Live in Residence Halls	24
2	Live Off-Campus	47
	Total	71

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Tuition billing statement clarity	1	10	27	30	68
2	Availability of tuition cost information	5	10	25	26	66
3	Availability of tuition due dates	2	8	25	32	67
4	OASIS Payment Plan ease of use	1	2	15	13	31

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	1	9	13	18	41
2	Timeliness of refunds for dropped classes and withdrawals	0	9	12	16	37
3	Timeliness of financial aid refunds	0	7	24	22	53
4	Convenience of using Heartland ECSI for refunds	0	2	11	14	27

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	1	3	27	27	58
2	Written correspondence	1	3	23	16	43
3	Video Conference Communications (Ask the Bursar)	1	0	6	12	19
4	myMU Pop Ups correspondence	2	4	18	15	39

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Staff availability	1	3	27	29	60
2	Clarity and conciseness of responses to inquiries	1	4	24	30	59
3	Staff knowledge of University policies and procedures	0	1	26	32	59
4	Overall customer service	1	2	27	31	61

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	1	5	15	21	42
2	Availability of tuition tax information	1	6	24	21	52

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

#	Question	Unsatisfactory	Needs Improvement	Satisfactory	Excellent	Total
1	Ease of navigation	1	7	31	22	61
2	Accessibility of desired information	1	8	30	23	62
3	Relevance of available information	1	7	29	25	62
4	General appearance	1	7	27	27	62

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	2	8	31	20	61
2	Accessibility of desired information	1	10	27	25	63
3	Relevance of available information	2	6	31	24	63
4	General appearance	1	7	30	25	63

Q10 - Please provide additional comments below.

All comments were shared with the Bursar's Office.