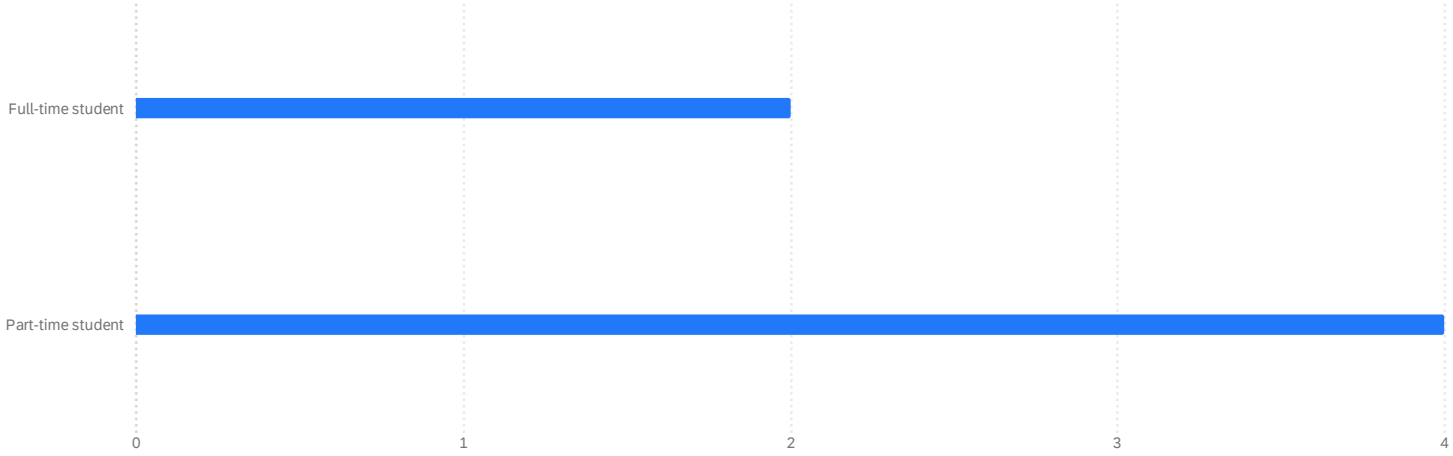
# Bursar's Survey-2026 / Page 1

**Responses:** 7

## Enrollment Information 6



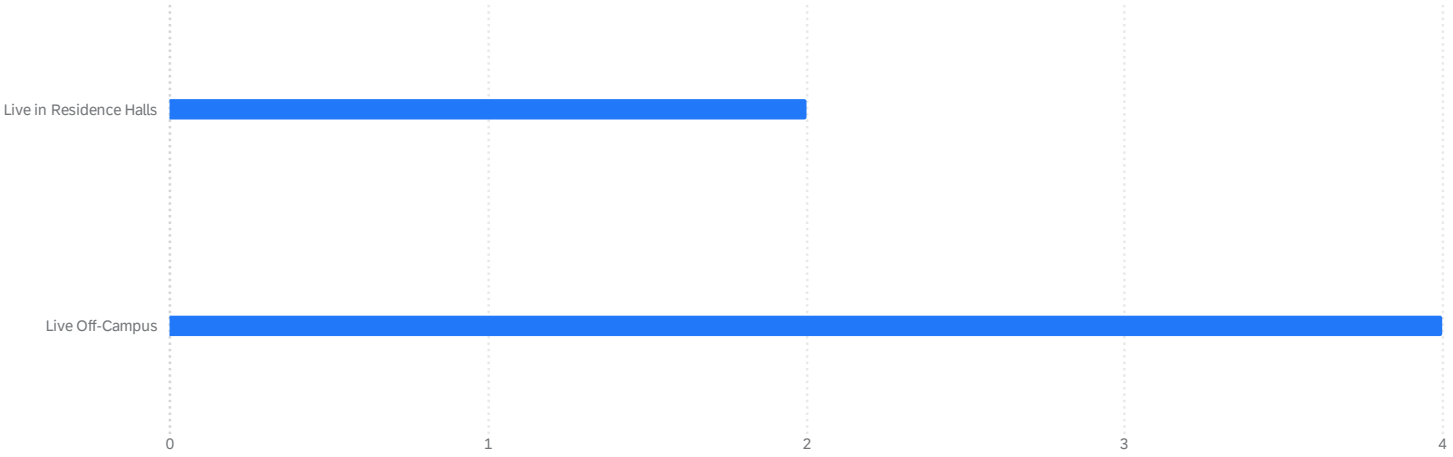

## Enrollment Information 6

| Q2 - Enrollment Information | Count | Count |
|---|---|---|
| Full-time student | 33% | 2 |
| Part-time student | 67% | 4 |

## Enrollment Information 6

| Q2 - Enrollment Information | Average (Q2 - Enrollment Information) | Minimum (Q2 - Enrollment Information) | Maximum (Q2 - Enrollment Information) | Count |
|---|---|---|---|---|
| Full-time student | 1.00 | 1.00 | 1.00 | 2 |
| Part-time student | 2.00 | 2.00 | 2.00 | 4 |

## Housing 6



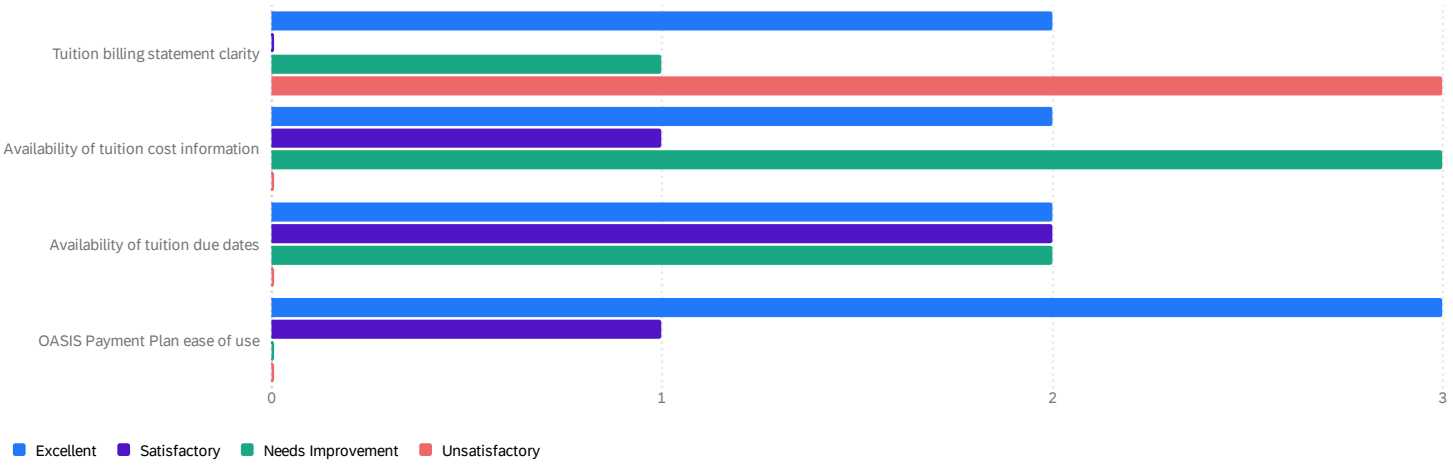

## Housing 6

| Q3 - Housing | Count | Count |
|---|---|---|
| Live in Residence Halls | 33% | 2 |
| Live Off-Campus | 67% | 4 |

## Housing 6

| Q3 - Housing | Average (Q3 - Housing) | Minimum (Q3 - Housing) | Maximum (Q3 - Housing) | Count |
|---|---|---|---|---|
| Live in Residence Halls | 1.00 | 1.00 | 1.00 | 2 |
| Live Off-Campus | 2.00 | 2.00 | 2.00 | 4 |

## Please indicate your opinion about the following tuition-related services. 6



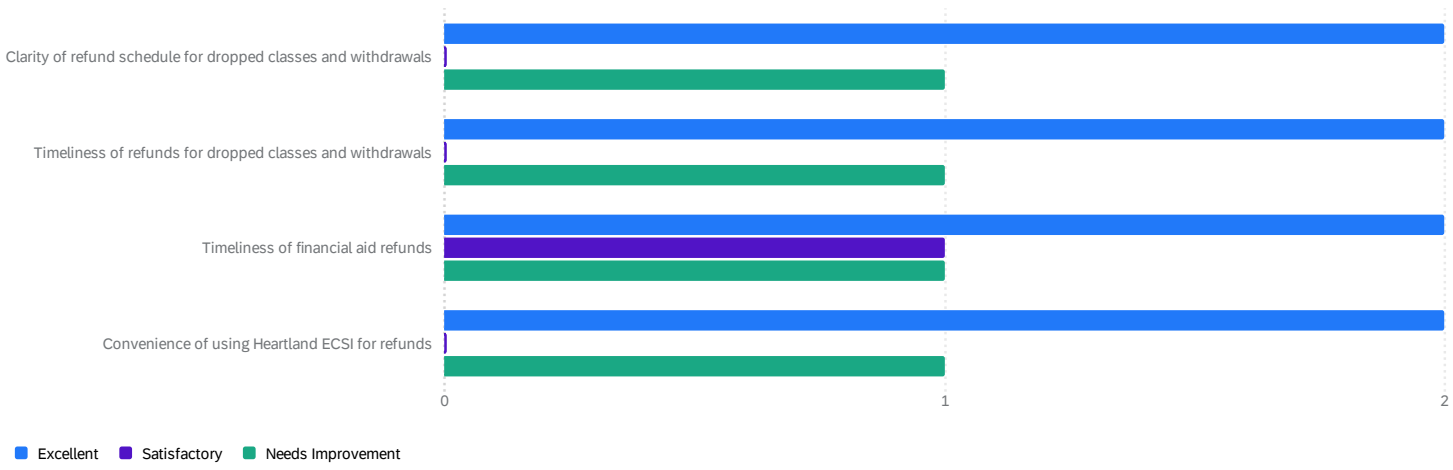
Please indicate your opinion about the following tuition-related services. 6

| Please indicate your opinion about the following tuition-related services. | Excellent | Satisfactory | Needs Improvement | Unsatisfactory |
|---|---|---|---|---|
| Tuition billing statement clarity | 2 | 0 | 1 | 3 |
| Availability of tuition cost information | 2 | 1 | 3 | 0 |
| Availability of tuition due dates | 2 | 2 | 2 | 0 |
| OASIS Payment Plan ease of use | 3 | 1 | 0 | 0 |

Please indicate your opinion about the following tuition-related services. 6

| Please indicate your opinion about the following tuition-related services. | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Tuition billing statement clarity | 2.17 | 1.00 | 4.00 | 6 |
| Availability of tuition cost information | 2.83 | 2.00 | 4.00 | 6 |
| Availability of tuition due dates | 3.00 | 2.00 | 4.00 | 6 |
| OASIS Payment Plan ease of use | 3.75 | 3.00 | 4.00 | 4 |

Please indicate your opinion about the following services related to the re... 4



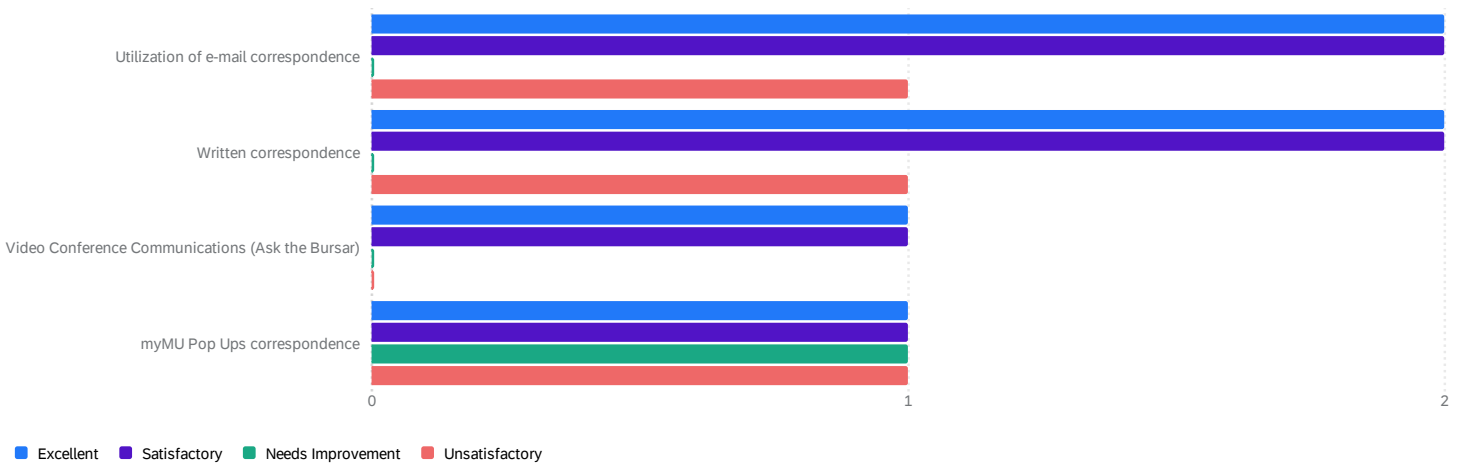

Please indicate your opinion about the following services related to the re... 4

| Please indicate your opinion about the following services related to the re... | Excellent | Satisfactory | Needs Improvement |
|---|---|---|---|
| Clarity of refund schedule for dropped classes and withdrawals | 2 | 0 | 1 |
| Timeliness of refunds for dropped classes and withdrawals | 2 | 0 | 1 |
| Timeliness of financial aid refunds | 2 | 1 | 1 |
| Convenience of using Heartland ECSI for refunds | 2 | 0 | 1 |

Please indicate your opinion about the following services related to the re... 4

| Please indicate your opinion about the following services related to the re... | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Clarity of refund schedule for dropped classes and withdrawals | 3.33 | 2.00 | 4.00 | 3 |
| Timeliness of refunds for dropped classes and withdrawals | 3.33 | 2.00 | 4.00 | 3 |
| Timeliness of financial aid refunds | 3.25 | 2.00 | 4.00 | 4 |
| Convenience of using Heartland ECSI for refunds | 3.33 | 2.00 | 4.00 | 3 |

Please indicate your opinion about the following services related to commun... 5



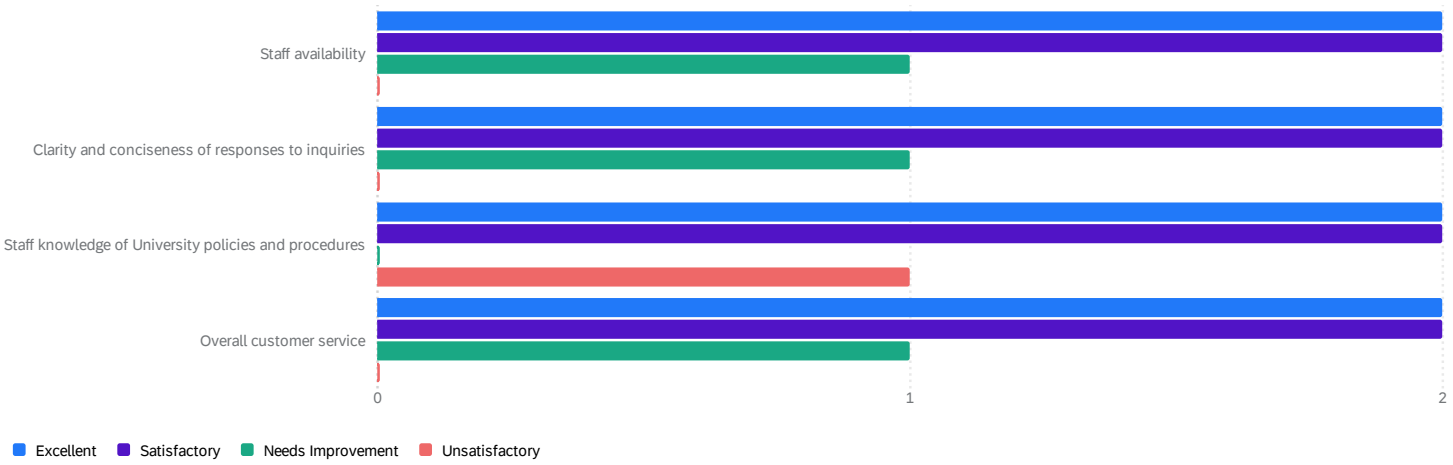

Please indicate your opinion about the following services related to commun... 5

| Please indicate your opinion about the following services related to commun... | Excellent | Satisfactory | Needs Improvement | Unsatisfactory |
|---|---|---|---|---|
| Utilization of e-mail correspondence | 2 | 2 | 0 | 1 |
| Written correspondence | 2 | 2 | 0 | 1 |
| Video Conference Communications (Ask the Bursar) | 1 | 1 | 0 | 0 |
| myMU Pop Ups correspondence | 1 | 1 | 1 | 1 |

Please indicate your opinion about the following services related to commun... 5

| Please indicate your opinion about the following services related to commun... | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Utilization of e-mail correspondence | 3.00 | 1.00 | 4.00 | 5 |
| Written correspondence | 3.00 | 1.00 | 4.00 | 5 |
| Video Conference Communications (Ask the Bursar) | 3.50 | 3.00 | 4.00 | 2 |
| myMU Pop Ups correspondence | 2.50 | 1.00 | 4.00 | 4 |

Please indicate your opinion about customer service in the Bursar's Office. 5



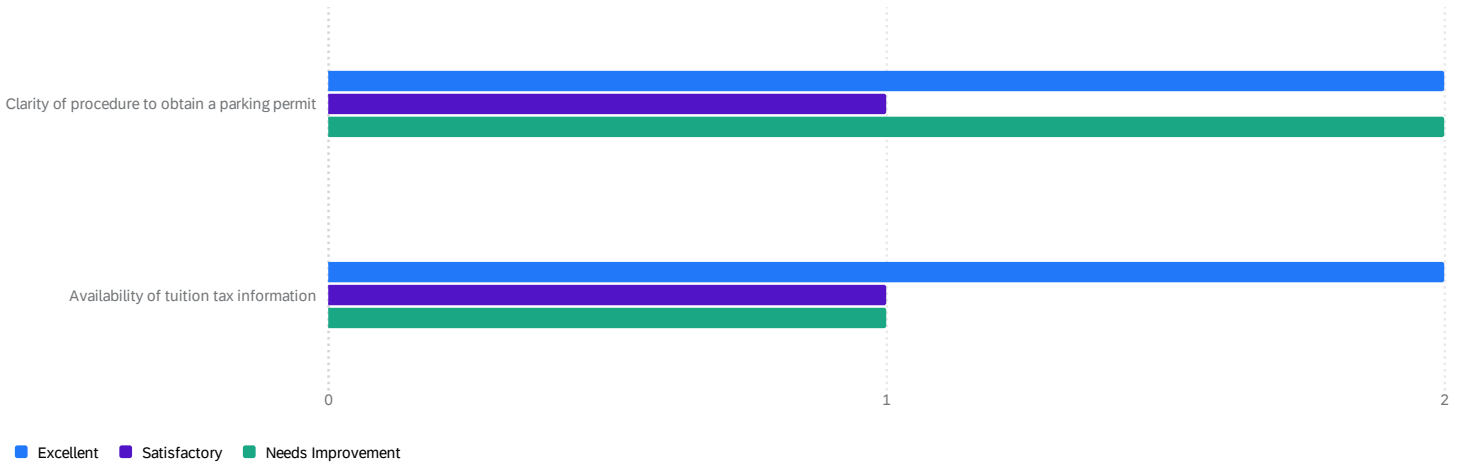
Please indicate your opinion about customer service in the Bursar's Office. 5

| Please indicate your opinion about customer service in the Bursar's Office. | Excellent | Satisfactory | Needs Improvement | Unsatisfactory |
|---|---|---|---|---|
| Staff availability | 2 | 2 | 1 | 0 |
| Clarity and conciseness of responses to inquiries | 2 | 2 | 1 | 0 |
| Staff knowledge of University policies and procedures | 2 | 2 | 0 | 1 |
| Overall customer service | 2 | 2 | 1 | 0 |

Please indicate your opinion about customer service in the Bursar's Office. 5

| Please indicate your opinion about customer service in the Bursar's Office. | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Staff availability | 3.20 | 2.00 | 4.00 | 5 |
| Clarity and conciseness of responses to inquiries | 3.20 | 2.00 | 4.00 | 5 |
| Staff knowledge of University policies and procedures | 3.00 | 1.00 | 4.00 | 5 |
| Overall customer service | 3.20 | 2.00 | 4.00 | 5 |

Please indicate your opinion about other services in the Bursar's Office. 5



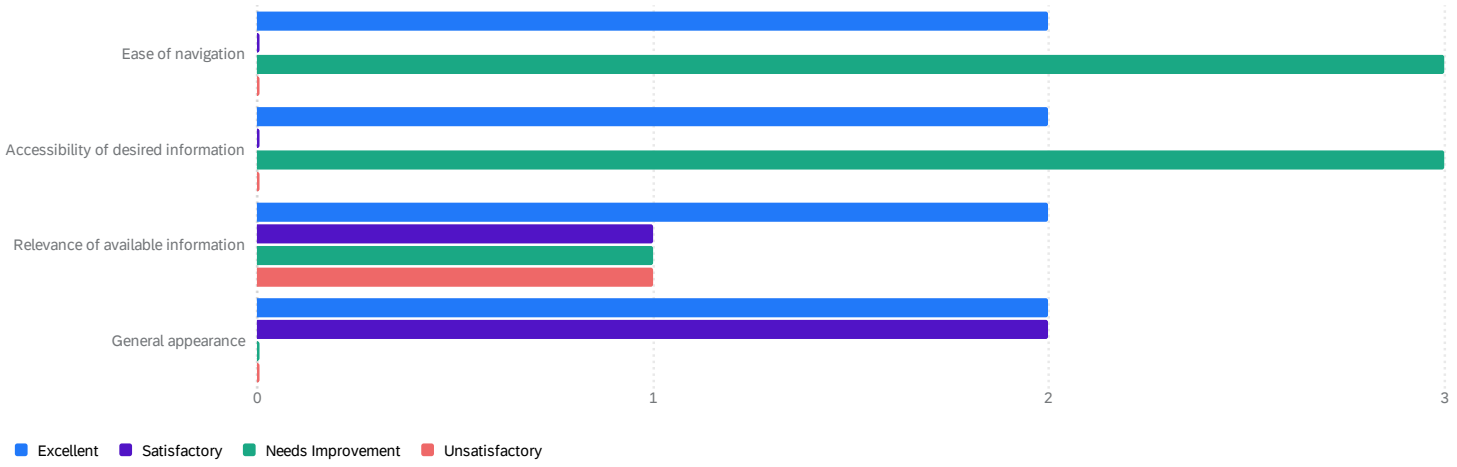

Please indicate your opinion about other services in the Bursar's Office. 5

| Please indicate your opinion about other services in the Bursar's Office. | Excellent | Satisfactory | Needs Improvement |
|---|---|---|---|
| Clarity of procedure to obtain a parking permit | 2 | 1 | 2 |
| Availability of tuition tax information | 2 | 1 | 1 |

Please indicate your opinion about other services in the Bursar's Office. 5

| Please indicate your opinion about other services in the Bursar's Office. | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Clarity of procedure to obtain a parking permit | 3.00 | 2.00 | 4.00 | 5 |
| Availability of tuition tax information | 3.25 | 2.00 | 4.00 | 4 |

Please share your opinions about the Bursar's Website. 5



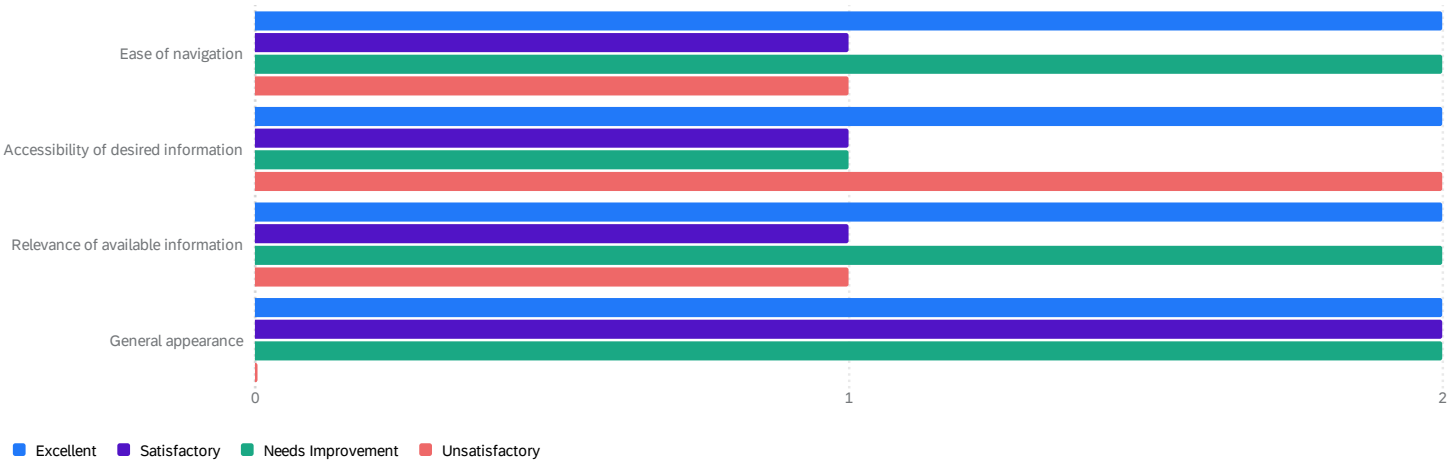

Please share your opinions about the Bursar's Website. 5

| Please share your opinions about the Bursar's Website. | Excellent | Satisfactory | Needs Improvement | Unsatisfactory |
|---|---|---|---|---|
| Ease of navigation | 2 | 0 | 3 | 0 |
| Accessibility of desired information | 2 | 0 | 3 | 0 |
| Relevance of available information | 2 | 1 | 1 | 1 |
| General appearance | 2 | 2 | 0 | 0 |

Please share your opinions about the Bursar's Website. 5

| Please share your opinions about the Bursar's Website. | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Ease of navigation | 2.80 | 2.00 | 4.00 | 5 |
| Accessibility of desired information | 2.80 | 2.00 | 4.00 | 5 |
| Relevance of available information | 2.80 | 1.00 | 4.00 | 5 |
| General appearance | 3.50 | 3.00 | 4.00 | 4 |

Please share your opinions about the integrated student financial portal, M... 6




Please share your opinions about the integrated student financial portal, M... 6

| Please share your opinions about the integrated student financial portal, M... | Excellent | Satisfactory | Needs Improvement | Unsatisfactory |
|---|---|---|---|---|
| Ease of navigation | 2 | 1 | 2 | 1 |
| Accessibility of desired information | 2 | 1 | 1 | 2 |
| Relevance of available information | 2 | 1 | 2 | 1 |
| General appearance | 2 | 2 | 2 | 0 |

Please share your opinions about the integrated student financial portal, M... 6

| Please share your opinions about the integrated student financial portal, M... | Average | Minimum | Maximum | Count |
|---|---|---|---|---|
| Ease of navigation | 2.67 | 1.00 | 4.00 | 6 |
| Accessibility of desired information | 2.50 | 1.00 | 4.00 | 6 |
| Relevance of available information | 2.67 | 1.00 | 4.00 | 6 |
| General appearance | 3.00 | 2.00 | 4.00 | 6 |