

Johnson College

Assessment Day Survey: Student Business Services

1 - How have you contacted the Student Business Office?

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|--|-------------|------------|---------|-------------------|----------|
| Email | (1) | 37 | 24.50% | | 3.54 |
| Phone | (2) | 6 | 3.97% | | |
| Office Visit | (3) | 19 | 12.58% | | |
| More than one of these ways | (4) | 17 | 11.26% | | |
| I have not contacted the Student Business Office | (5) | 72 | 47.68% | | |
| | | | | 0 25 50 75 100 | Question |
| Response Rate | Mean | STD | | | |
| 151/389 (38.82%) | 3.54 | 1.66 | | | |

2 - The purpose of your contact with the Student Business Office was (select all that apply):

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|----------------------|------------------|-----------|---------|-------------------|-------|
| Billing question | (1) | 49 | 37.12% | | |
| Bill payment | (2) | 40 | 30.30% | | |
| Past due balance | (3) | 7 | 5.30% | | |
| Payment arrangement | (4) | 9 | 6.82% | | |
| Financial hold | (5) | 9 | 6.82% | | |
| Refund | (6) | 23 | 17.42% | | |
| Form 1098T | (7) | 13 | 9.85% | | |
| Other | (8) | 49 | 37.12% | | |
| | | | | 0 25 50 75 100 | |
| Response Rate | 132/389 (33.93%) | | | | |

3 - How satisfied are you with the promptness of service provided by the Student Business Office?

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|----------------------|-------------|------------|---------|-------------------|----------|
| Very Satisfied | (1) | 61 | 42.66% | | 1.61 |
| Satisfied | (2) | 78 | 54.55% | | |
| Dissatisfied | (3) | 3 | 2.10% | | |
| Very Dissatisfied | (4) | 1 | 0.70% | | |
| | | | | 0 25 50 75 100 | Question |
| Response Rate | Mean | STD | | | |
| 143/389 (36.76%) | 1.61 | 0.57 | | | |
| • good | | | | | |

4 - How satisfied are you with the knowledge of the staff in the Student Business Office?

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|----------------------|-------------|------------|---------|-------------------|----------|
| Very Satisfied | (1) | 58 | 41.13% | | 1.63 |
| Satisfied | (2) | 79 | 56.03% | | |
| Dissatisfied | (3) | 2 | 1.42% | | |
| Very Dissatisfied | (4) | 2 | 1.42% | | |
| | | | | 0 25 50 75 100 | Question |
| Response Rate | Mean | STD | | | |
| 141/389 (36.25%) | 1.63 | 0.59 | | | |
| • good | | | | | |

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5 - How satisfied are you with the Student Business Office's staff to be sensitive to your situation?

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|-------------------|--------|-----------|---------|-------------------|----------|
| Very Satisfied | (1) | 59 | 41.55% | | 1.61 |
| Satisfied | (2) | 80 | 56.34% | | |
| Dissatisfied | (3) | 2 | 1.41% | | |
| Very Dissatisfied | (4) | 1 | 0.70% | | |
| | | | | 0 25 50 75 100 | Question |
| Response Rate | Mean | STD | | | |
| 142/389 (36.5%) | 1.61 | 0.56 | | | |

• I never really had a "situation"
 • I feel they generally care about the students
 • good

6 - What is your program?

| Response Option | Weight | Frequency | Percent | Percent Responses | Means |
|---------------------------------------|--------|-----------|---------|-------------------|----------|
| Advanced Manufacturing | (1) | 4 | 6.06% | | 9.58 |
| Architectural Drafting & Design | (2) | 5 | 7.58% | | |
| Biomedical Equipment Technology | (3) | 2 | 3.03% | | |
| Building & Property Maintenance | (4) | 1 | 1.52% | | |
| Business/Logistics | (5) | 0 | 0.00% | | |
| Carpentry and Cabinetmaking | (6) | 3 | 4.55% | | |
| Computer Information Technology | (7) | 9 | 13.64% | | |
| Diesel Truck Technology | (8) | 4 | 6.06% | | |
| Diesel Preventative Maintenance | (9) | 0 | 0.00% | | |
| Electrical Construction & Maintenance | (10) | 7 | 10.61% | | |
| Electronic Engineering | (11) | 3 | 4.55% | | |
| HVAC | (12) | 4 | 6.06% | | |
| Physical Therapist Assistant | (13) | 2 | 3.03% | | |
| Radiologic Technology | (14) | 14 | 21.21% | | |
| Veterinary Technology | (15) | 6 | 9.09% | | |
| Welding | (16) | 2 | 3.03% | | |
| | | | | 0 25 50 75 100 | Question |
| Response Rate | Mean | STD | | | |
| 66/389 (16.97%) | 9.58 | 4.63 | | | |