

Johnson College

Assessment Day 2020 - Student Business Services

1 - How have you contacted the Student Business Office?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Email	(1)	18	20.69%	<div></div>	4.06
Phone	(2)	9	10.34%	<div></div>	
Office Visit	(3)	12	13.79%	<div></div>	
Text Message	(4)	1	1.15%	<div></div>	
More than one of these ways	(5)	5	5.75%	<div></div>	
I have not contacted the Student Business Office	(6)	42	48.28%	<div></div>	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
87/413 (21.07%)	4.06	2.11			

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)	24	53.33%	<div></div>	
Bill payment	(2)	25	55.56%	<div></div>	
Past due balance	(3)	4	8.89%	<div></div>	
Payment arrangement	(4)	4	8.89%	<div></div>	
Financial hold	(5)	3	6.67%	<div></div>	
Refund	(6)	8	17.78%	<div></div>	
Form 1098T	(7)	3	6.67%	<div></div>	
Other	(8)	12	26.67%	<div></div>	
				0 25 50 75 100	
Response Rate	45/413 (10.9%)				

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)	25	55.56%	<div></div>	1.62
Satisfied	(2)	15	33.33%	<div></div>	
Dissatisfied	(3)	2	4.44%	<div></div>	
Very Dissatisfied	(4)	3	6.67%	<div></div>	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
45/413 (10.9%)	1.62	0.86			

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


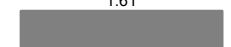
Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	22	52.38%	<div></div>	1.55
Satisfied	(2)	17	40.48%	<div></div>	
Dissatisfied	(3)	3	7.14%	<div></div>	
Very Dissatisfied	(4)	0	0.00%	<div></div>	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
42/413 (10.17%)	1.55	0.63			

* If information is unknown, staff ensures they find the answers and gets the answers promptly to the student.



















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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)	23	52.27%		
Satisfied		(2)	17	38.64%		
Dissatisfied		(3)	2	4.55%		
Very Dissatisfied		(4)	2	4.55%		
					0255075100	Question
Response Rate		Mean	STD			
44/413 (10.65%)		1.61	0.78			
• I have always had business staff be professionally sensitive to my needs and concerns.						

6 - What is your program?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	4	4.82%		 10.87
Architectural Drafting & Design	(2)	2	2.41%		
Automotive Technology	(3)	2	2.41%		
Biomedical Equipment Technology	(4)	2	2.41%		
Building & Property Maintenance	(5)	1	1.20%		
Business/Logistics	(6)	4	4.82%		
Carpentry and Cabinetmaking	(7)	9	10.84%		
Computer Information Technology	(8)	7	8.43%		
Diesel Truck Technology	(9)	1	1.20%		
Diesel Preventative Maintenance	(10)	3	3.61%		
Electrical Construction & Maintenance	(11)	5	6.02%		
Electronic Engineering	(12)	2	2.41%		
HVAC	(13)	5	6.02%		
Physical Therapist Assistant	(14)	7	8.43%		
Radiologic Technology	(15)	16	19.28%		
Veterinary Technology	(16)	10	12.05%		
Welding	(17)	3	3.61%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
83/413 (20.1%)	10.87	4.73			