

**Johnson College**  
**2021 Assessment Day - Student Business Services**

| 1 - How have you contacted the Student Business Office? |        |           |         |                   |          |  |
|---------------------------------------------------------|--------|-----------|---------|-------------------|----------|--|
| Response Option                                         | Weight | Frequency | Percent | Percent Responses | Means    |  |
| Email                                                   | (1)    | 13        | 13.00%  |                   | 5.13     |  |
| Phone                                                   | (2)    | 5         | 5.00%   |                   |          |  |
| Office Visit                                            | (3)    | 0         | 0.00%   |                   |          |  |
| Text Message                                            | (4)    | 0         | 0.00%   |                   |          |  |
| Other (please note)                                     | (5)    | 2         | 2.00%   |                   |          |  |
| I have not contacted the Student Business Office        | (6)    | 80        | 80.00%  |                   |          |  |
|                                                         |        |           |         | 0 25 50 75 100    | Question |  |
| Response Rate                                           | Mean   | STD       |         |                   |          |  |
| 100/433 (23.09%)                                        | 5.13   | 1.83      |         |                   |          |  |
| • Email and office visit                                |        |           |         |                   |          |  |

| 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)            | 13        | 72.22%  |                   |       |  |
| Bill payment                                                                                  | (2)            | 11        | 61.11%  |                   |       |  |
| Past due balance                                                                              | (3)            | 2         | 11.11%  |                   |       |  |
| Payment arrangement                                                                           | (4)            | 3         | 16.67%  |                   |       |  |
| Financial hold                                                                                | (5)            | 0         | 0.00%   |                   |       |  |
| Refund                                                                                        | (6)            | 3         | 16.67%  |                   |       |  |
| Form 1098T                                                                                    | (7)            | 2         | 11.11%  |                   |       |  |
| Other                                                                                         | (8)            | 3         | 16.67%  |                   |       |  |
|                                                                                               |                |           |         | 0 25 50 75 100    |       |  |
| Response Rate                                                                                 | 18/433 (4.16%) |           |         |                   |       |  |

| 3 - How satisfied were you with the promptness of service provided by the Student Business Office? |        |           |         |                   |          |  |
|----------------------------------------------------------------------------------------------------|--------|-----------|---------|-------------------|----------|--|
| Response Option                                                                                    | Weight | Frequency | Percent | Percent Responses | Means    |  |
| Very Satisfied                                                                                     | (4)    | 6         | 31.58%  |                   | 3.11     |  |
| Satisfied                                                                                          | (3)    | 10        | 52.63%  |                   |          |  |
| Dissatisfied                                                                                       | (2)    | 2         | 10.53%  |                   |          |  |
| Very Dissatisfied                                                                                  | (1)    | 1         | 5.26%   |                   |          |  |
|                                                                                                    |        |           |         | 0 25 50 75 100    | Question |  |
| Response Rate                                                                                      | Mean   | STD       |         |                   |          |  |
| 19/433 (4.39%)                                                                                     | 3.11   | 0.81      |         |                   |          |  |

| 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                                                                            | (4)    | 9         | 47.37%  |                   | 3.37     |  |
| Satisfied                                                                                 | (3)    | 8         | 42.11%  |                   |          |  |
| Dissatisfied                                                                              | (2)    | 2         | 10.53%  |                   |          |  |
| Very Dissatisfied                                                                         | (1)    | 0         | 0.00%   |                   |          |  |
|                                                                                           |        |           |         | 0 25 50 75 100    | Question |  |
| Response Rate                                                                             | Mean   | STD       |         |                   |          |  |
| 19/433 (4.39%)                                                                            | 3.37   | 0.68      |         |                   |          |  |

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

| Response Option      | Weight      | Frequency  | Percent | Percent Responses | Means    |
|----------------------|-------------|------------|---------|-------------------|----------|
| Very Satisfied       | (4)         | 9          | 45.00%  |                   | 3.35     |
| Satisfied            | (3)         | 9          | 45.00%  |                   |          |
| Dissatisfied         | (2)         | 2          | 10.00%  |                   |          |
| Very Dissatisfied    | (1)         | 0          | 0.00%   |                   |          |
|                      |             |            |         | 0 25 50 75 100    | Question |
| <b>Response Rate</b> | <b>Mean</b> | <b>STD</b> |         |                   |          |
| 20/433 (4.62%)       | 3.35        | 0.67       |         |                   |          |

**6 - Do you have any other comments about the Student Business Services department?**

|                      |               |
|----------------------|---------------|
| <b>Response Rate</b> | 1/433 (0.23%) |
| • No                 |               |

**7 - What is your program?**

| Response Option                       | Weight      | Frequency  | Percent | Percent Responses | Means    |
|---------------------------------------|-------------|------------|---------|-------------------|----------|
| Advanced Manufacturing                | (1)         | 1          | 1.00%   |                   | 10.52    |
| Architectural Drafting & Design       | (2)         | 6          | 6.00%   |                   |          |
| Automotive Technology                 | (3)         | 5          | 5.00%   |                   |          |
| Biomedical Equipment Technology       | (4)         | 8          | 8.00%   |                   |          |
| Building & Property Maintenance       | (5)         | 0          | 0.00%   |                   |          |
| Carpentry and Cabinetmaking           | (6)         | 8          | 8.00%   |                   |          |
| Computer Information Technology       | (7)         | 6          | 6.00%   |                   |          |
| Diesel Truck Technology               | (8)         | 6          | 6.00%   |                   |          |
| Diesel Preventative Maintenance       | (9)         | 0          | 0.00%   |                   |          |
| Electrical Construction & Maintenance | (10)        | 13         | 13.00%  |                   |          |
| Electronic Engineering                | (11)        | 3          | 3.00%   |                   |          |
| HVAC                                  | (12)        | 9          | 9.00%   |                   |          |
| Heavy Equipment Technology            | (13)        | 0          | 0.00%   |                   |          |
| Logistics & Supply Chain Management   | (14)        | 1          | 1.00%   |                   |          |
| Physical Therapist Assistant          | (15)        | 4          | 4.00%   |                   |          |
| Radiologic Technology                 | (16)        | 7          | 7.00%   |                   |          |
| Veterinary Technology                 | (17)        | 17         | 17.00%  |                   |          |
| Welding                               | (18)        | 6          | 6.00%   |                   |          |
|                                       |             |            |         | 0 25 50 75 100    | Question |
| <b>Response Rate</b>                  | <b>Mean</b> | <b>STD</b> |         |                   |          |
| 100/433 (23.09%)                      | 10.52       | 5.32       |         |                   |          |