

Johnson College
2022 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	10.66%		5.17	
Phone	(2)	5	4.10%			
Office Visit	(3)	5	4.10%			
Text Message	(4)	0	0.00%			
Other (please note)	(5)	1	0.82%			
I have not contacted the Student Business Office	(6)	98	80.33%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
122/515 (23.69%)	5.17	1.74				

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)	9	37.50%			
Bill payment	(2)	15	62.50%			
Past due balance	(3)	3	12.50%			
Payment arrangement	(4)	7	29.17%			
Financial hold	(5)	3	12.50%			
Refund	(6)	6	25.00%			
Form 1098T	(7)	1	4.17%			
Other	(8)	7	29.17%			
				0 25 50 75 100	Question	
Response Rate	24/515 (4.66%)					

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)	11	47.83%		3.43	
Satisfied	(3)	11	47.83%			
Dissatisfied	(2)	1	4.35%			
Very Dissatisfied	(1)	0	0.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
23/515 (4.47%)	3.43	0.59				

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)	13	56.52%		3.52	
Satisfied	(3)	9	39.13%			
Dissatisfied	(2)	1	4.35%			
Very Dissatisfied	(1)	0	0.00%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
23/515 (4.47%)	3.52	0.59				

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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)	12	50.00%		
Satisfied	(3)	12	50.00%		
Dissatisfied	(2)	0	0.00%		
Very Dissatisfied	(1)	0	0.00%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
24/515 (4.66%)	3.50	0.51			

6 - What is your program?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	5	4.10%		
Architectural Drafting & Design	(2)	3	2.46%		
Automotive Technology	(3)	5	4.10%		
Biomedical Equipment Technology	(4)	4	3.28%		
Building & Property Maintenance	(5)	2	1.64%		
Carpentry and Cabinetmaking	(6)	10	8.20%		
Computer Information Technology	(7)	17	13.93%		
Diesel Truck Technology	(8)	7	5.74%		
Diesel Preventative Maintenance	(9)	0	0.00%		
Electrical Construction & Maintenance	(10)	14	11.48%		
Electronic Engineering	(11)	3	2.46%		
HVAC	(12)	18	14.75%		
Heavy Equipment Technology	(13)	4	3.28%		
Logistics & Supply Chain Management	(14)	0	0.00%		
Physical Therapist Assistant	(15)	2	1.64%		
Radiologic Technology	(16)	14	11.48%		
Veterinary Technology	(17)	8	6.56%		
Welding	(18)	6	4.92%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
122/515 (23.69%)	10.05	4.83			