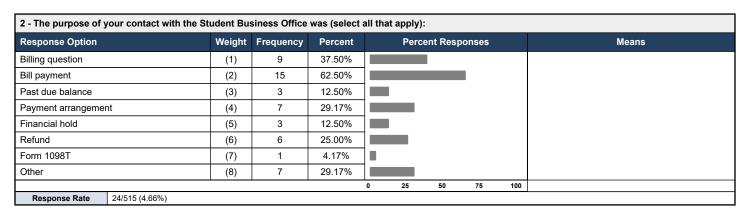
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1 - How have you contacted the Student Business Office?													
Response Option			Weight	Frequency	Percent		Per	cent Resp	onses		Means		
Email			(1)	13	10.66%						5.17		
Phone			(2)	5	4.10%								
Office Visit			(3)	5	4.10%								
Text Message			(4)	0	0.00%	1							
Other (please note)			(5)	1	0.82%	ı							
I have not contacted the Office	Student Bu	ısiness	(6)	98	80.33%								
			•			0	25	50	75	100	Question		
Response Rate	Mean	STD											
122/515 (23.69%)	5.17	1.74						•					



3 - How satisfied were you with the promptness of service provided by the Student Business Office?												
Response Option			Weight	Frequency	Percent		Perc	ent Res	ponses		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%	1						
			•			0	25	50	75	100	Question	
Response Rate	Mean	STD	<u> </u>		•		<u> </u>	<u> </u>	<u> </u>			
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		Perce	nt Res	onses		Means	
Very Satisfied			(4)	13	56.52%						3.52	
Satisfied			(3)	9	39.13%			1				
Dissatisfied			(2)	1	4.35%							
Very Dissatisfied			(1)	0	0.00%							
						0	25	50	75	100	Question	
Response Rate	Mean	STD			•		<u> </u>	<u> </u>	<u> </u>			
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		Perc	ent Res	oonses		Means
Very Satisfied			(4)	12	50.00%						3.50
Satisfied			(3)	12	50.00%						
Dissatisfied			(2)	0	0.00%	1					
Very Dissatisfied			(1)	0	0.00%	1					
			•			0	25	50	75	100	Question
Response Rate	Mean	STD									
24/515 (4.66%)	3.50	0.51									

6 - What is your prog	ram?										
Response Option			Weight	Frequency	Percent		Perc	ent Resp	onses		Means
Advanced Manufacturii	ng		(1)	5	4.10%						
Architectural Drafting 8	Design		(2)	3	2.46%						
Automotive Technology	/		(3)	5	4.10%						
Biomedical Equipment	Technology		(4)	4	3.28%						
Building & Property Ma	Building & Property Maintenance			2	1.64%	ı					
Carpentry and Cabinet	Carpentry and Cabinetmaking			10	8.20%						
Computer Information Technology			(7)	17	13.93%						
Diesel Truck Technology			(8)	7	5.74%						10.05
Diesel Preventative Maintenance			(9)	0	0.00%	1					
Electrical Construction & Maintenance			(10)	14	11.48%						
Electronic Engineering			(11)	3	2.46%						
HVAC			(12)	18	14.75%						
Heavy Equipment Tech	nnology		(13)	4	3.28%						
Logistics & Supply Cha	in Managen	nent	(14)	0	0.00%	1					
Physical Therapist Ass	istant		(15)	2	1.64%	ı					
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									